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October 15, 1996

Ms. Blanca S. Bayo, Director Division of Records and Reporting Florida Public Service Commission 1540 Shumard Oak Boulevard Tallahassee, Florida 32399-0870

Re: Docket No. 930885-EU

Dear Ms. Bayo:

Attached please find an original and fifteen copies of the Direct Prefiled Testimony and Exhibits of Archie W. Gordon.

Thank you for your assistance.

Sincerely,

Gulf Coast Electric Cooperative, Inc.

11043-96

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Exhibit	(AWG-1)
EXHIDIT	(AVVG-1)

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re:	Petition to Resolve	)	
	Territorial Dispute with Gulf Coast	)	
	Electric Cooperative, Inc. by	)	Docket No. 930885-EU
	Gulf Power Company	)	

DIRECT TESTIMONY AND EXHIBITS

OF

ARCHIE W. GORDON

ON BEHALF OF

GULF COAST ELECTRIC COOPERATIVE, INC.

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AFA \_\_\_\_\_.

- 1 Q. State your name.
- 2 A. Archie W. Gordon.
- 3 Q. State your address.
- 4 A. Post Office Box 877, street address 1815 Northeast Jacksonville Road,
- 5 Ocala, Florida 34478-0877.
- 6 Q. State your profession.
- A. I am a professional engineer certified to practice in the States of Florida and
- 8 Georgia.
- 9 Q. State your educational background.
- 10 A. I graduated from local schools in Ocala, Florida, and then attended the
- 11 University of Miami in Coral Gables, Florida; Miami University at Oxford,
- Ohio; and the University of Florida at Gainesville, Florida. I received a
- Bachelor of Electrical Engineering degree from the University of Florida which
- was bestowed "with honors" on June 7, 1948.
- 15 Q. State your professional and employment background.
- 16 A. I was employed in September, 1948, by Marion Engineering Associates Inc.,
- of Ocala, Florida. That firm was engaged in engineering and surveying and
- 18 had ongoing contracts with various rural electrification projects over the State
- of Florida. I was placed in charge of electrical engineering and finally, the
- 20 total engineering department of that firm. After approximately five (5) years
- 21 of professional experience, I became a Registered Professional Engineer.
- 22 I left that firm in September, 1966, to form Gordon Engineering Associates,
- 23 Inc., of which I am now president.
- 24 Q. Are you associated with Gulf Coast Electric Cooperative?
- 25 A. Yes.

- 1 Q. What is Gulf Coast Electric Cooperative, Inc.
- 2 A. It is a rural electric cooperative organized pursuant to Chapter 425, Florida Statutes.
- 3 Q. How long have you been associated with Gulf Coast Electric Cooperative?
- 4 A. Since July 9, 1949, when Marion Engineering Associates was named system
- 5 engineer. Gordon Engineering was subsequently selected during the fall of
- 6 1966 to succeed the prior firm.
- 7 Q. In what capacity have you been associated with Gulf Coast?
- 8 A. I served as resident engineer, both in person for Gulf Coast and as representative
- 9 of the professional companies which employed me. I have served as engineer of
- record, advisor, consultant, supervisor, foreman, assistant, etc., on various matters
- affecting the Cooperative during the past forty-seven (47) years.
- 12 Q. What has been the scope of your duties or responsibilities with Gulf Coast?
- 13 A. I have represented Gulf Coast on projects of long range planning, area coverage
- surveys, preparation of plans and specifications, supervision of contractors and force
- 15 account construction, financial forecasting, preparation of current work plans,
- feasibility reports, loan applications, power requirement studies, rate studies, etc.
- 17 I have also been invited and designated by various board of trustees and managers
- to represent Gulf Coast in negotiations and deliberations concerning power supply,
- service areas, service reliability, maintenance programs, etc. As a result, I have
- 20 become the individual with the longest tenure of service who can provide a complete
- 21 historical chronology of events and details concerning Gulf Coast.
- 22 Q. Are you familiar with Gulf Coast's distribution system and its facilities?
- 23 A. Yes, I have been so familiar for the past forty-seven (47) years.
- 24 Q. How did you become familiar with Gulf Coast's distribution system and facilities?
- 25 A. By physically riding the many roads through the service area, mapping the electric

1		racility, both existing and proposed; periodically updating construction records,
2		examining historical records of the Cooperative, attending formal and informal
3		meetings of the Board of Trustees and its committees, attending other meetings and
4		projects assigned to me, such as law suits, consumer complaints, consumer affairs,
5		hearings, service negotiations, etc.
6	Q.	When you first became associated with the Cooperative in 1949, what, if anything,
7		did you have to do with the design and long range planning of Gulf Coast's
8		distribution facilities?
9	A.	Both were under my direct control and responsibility. The results today reflect my
10		methodology, thinking and recommendation.
11	Q.	Are you familiar with the eastern area of Bay County, Florida, generally from the
12		North Bay Bridge on State Road 77 and then northeasterly to Washington County,
13		easterly to Calhoun and Gulf counties and southeasterly to East Bay at Laird Bayou
14		and State Road 22?
15	A.	Yes.
16	Q.	Are you also familiar with the area of South Washington County, Florida, generally
17		from the Bay - Washington county line and including the lands south of Vernon,
18		Florida, thence easterly to the south of Wausau community and east to the Bay-
19		Calhoun county line?
20	Α.	Yes
21	Q.	How did you first become familiar with these areas?
22	Α.	During the years 1949 and 1950, I traveled all the established roads in both the
23		referenced areas in order to locate and identify unelectrified residences and farms.
24		At the same time I constructed a set of system maps which were provided to me by
25		Gulf Coast. These maps indicated that electrical construction had occurred prior to

I		my presence on the project. My first assignment was to accomplish field mapping
2		so that the maps could be updated and/or revised so as to reflect the "as built"
3		electrical distribution system as I found it in the 1949-1950 era.
4	Q.	At that time, how many paved roads were there in rural eastern Bay County?
5	A.	Briefly, very few. US 231 was a paved two lane from Panama City to Youngstown,
6		Fountain, Compass Lake and beyond. State Road 22 was paved to Wewahitchka.
7		State Road 77 was paved from Lynn Haven through Southport to Crystal Lake,
8		Wausau and Chipley in Washington County. What was notable was the number of
9		unpaved roads. Most rural roads were unstabilized sand and rails. An "improved"
10		road had a sand-clay base and perhaps periodical grading to smooth out the
11		potholes.
12	Q.	How many paved roads were there in south Washington County?
13	A.	There was State Road 77 which extended from Crystal Lake to Wausau and Chipley.
14		State Road 79 was paved from West Bay to Ebro and then on to Vernon and
15		Chipley. State Road 275 was paved from Vernon to Wausau.
16	Q.	Where were the electric distribution power lines located in these rural areas?
17	Α.	The lines of the various rural electric cooperatives were constructed along the
18		graded roads, beside the trails, through the fields and woods.
19	Q.	Where were Gulf Power's distribution power lines located?
20	Α.	In the rural areas these were scarce. One rural area extension that I vividly recall
21		was built by Gulf Power along the northwest side of US 231 from College Station to
22		Youngstown. This distance was approximately fourteen (14) miles. It served the
23		load which was located adjacent to the traveled way of the road and served a limited
24		number of consumers.

Mr. Gordon, how can you be so specific about all of this?

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Q.

- Α. The detail of the original maps in this vicinity, the previous construction and the 1 2 previous construction mapping accomplished prior to my arrival on project Florida 3 34 Bay (Gulf Coast Electric Cooperative, Inc.) was badly at odds with the actual 4 topography and the recorded location of the electrical distribution facilities. The 5 situation in this respect required that I totally revise the base maps. I requested and 6 received final construction inventory staking sheets of previous projects that were 7 a matter of record in the files of Southern Engineering Company of Atlanta, Georgia. 8 The original key and detail maps, circuit diagrams, acquisition maps, etc. were 9 among these records. Many of these are still in my personal possession.
  - Q. Are you qualified at this time to discuss the development and operating history of the activity of Gulf Coast in East Bay and South Washington counties so far as the availability of electric service is concerned?
- 13 A. Yes.

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- Are there areas in Bay and Washington Counties where the facilities of Gulf Power
  Company and Gulf Coast are in close proximity, commingled, or where further
  uneconomic duplication is likely to occur?
- 17 A. Yes.
- 18 Q. How long has this situation been ongoing?
- 19 A. It existed prior to my presence on the Gulf Coast project. I would estimate the date to be approximate to 1947.
- 21 Q. How do you arrive at that date?
- 22 A. I have reviewed records indicating that the demand for rural electric service included 23 the more densely populated but unelectrified rural communities of Fountain and 24 Southport. Gulf Power constructed the College Station to Youngstown electric line 25 just prior to 1947 when the first part of the Gulf Coast project was being staked for

1 construction. Gulf Power also sent construction crews over and into Southport while 2 the Gulf Coast construction was in progress. Conflicting poles, conductors and other 3 electric facilities were installed even though Gulf Power had no ready source of 4 power to serve the customers they were connecting. 5 Q. How do you know of this condition? My new client Gulf Coast was required to purchase the de-energized facilities of Gulf 6 Α. 7 Power. One of my first services was to integrate the two facilities on the ground 8 using a joint map that had been previously prepared. 9 Q. Have there been disputes concerning the offering of retail electric service by one of 10 the two parties in an area where the other party claimed to have provided historic retail electric service? 11 12 Α. Yes. 13 How frequently? Q. 14 To the extent that I would describe it as continuous. A. 15 Mr. Gordon, have you rendered professional services to other REA financed Q. 16 projects? 17 Α. Yes. Did these services include your representation during territorial disputes? 18 Q. 19 Α. Yes. 20 Q. Please state a few instances if you would please. 21 Α. I assisted Sumter Electric Cooperative with some problems with territorial 22 misunderstandings with both Florida Power Corporation and the City of Ocala. 23 I also assisted Withlacoochee River Electric Cooperative in disputes with both 24 Florida Power Corporation and Tampa Electric Company. I also provided some 25 assistance to Peace River Electric Cooperative in disputes with Florida Power

- 1 Corporation, the City of Wauchula, Tampa Electric Company and Florida Power and 2 Light Company. I was retained to assist Glades Electric Cooperative in field 3 negotiations with Florida Power Corporation and the City of Moorehaven. 4 represented Clay Electric Cooperative in eminent domain proceedings brought by 5 the City of Palatka. 6 Q. You are no stranger to territorial disputes? 7 Α. No. 8 Q. What are the areas of Bay County where the electric facilities of Gulf Power and Gulf 9 Coast are commingled, in close proximity or where further uneconomic duplication 10 is likely to occur? That question is best answered by reference to specific maps which I have 11 Α. 12 assembled and submitted as exhibits to my direct testimony. A Department of Transportation map of Bay County, Florida (scale 1"=1 mile) has been modified to 13 14 reflect the electric facilities of Gulf Power and Gulf Coast thereon. I shall refer to this map and any reduced sized reproductions thereof as my Exhibit (AWG-2). 15 Fifteen (15) copies of Gulf Power system detail maps (scale 1" = 400') have been 16 modified to reflect the electric facilities of Gulf Power and Gulf Coast thereon. I shall 17 refer to these maps and any reduced sized reproductions thereof as my Exhibits 18 19 (AWG-3) followed by the Gulf Power Company assigned map number. The areas 20 in Bay County which can be described as containing electric facilities commingled. 21 and in close proximity is set forth (as a minimum) in Exhibit (AWG-3), maps 2639, 22 2634, 2633, 2733, 2731, 2830SW, 2830NW, 2830NE, 2828SE, 2828NW, 2632,
- Q. What are the areas of Bay County where further uneconomic duplication of electric facilities is likely to occur?

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2533 and 2534.

- 1 A. Those areas shown on Exhibit \_\_ (AWG-3), and identified on the maps as listed
  2 above, plus additional maps of 2828NE and 2828SW, included in that exhibit.
- Q. Does a proposed territorial boundary established on these fifteen (15) listed maps
   assure no further uneconomic duplication of electric facilities?
- A. Not entirely. The boundary is intended to accomplish the goal of avoiding further uneconomic duplication and resulting disputes, but only insofar as the particular maps are concerned.
- 8 Q. Why not entirely?
- 9 Α. These maps do not present a contiguous sequence. The proposed territorial 10 boundary line drawn thereon lacks a contiguous sequence because sections are 11 missing that could provide closure. In order to be an effective territorial boundary 12 line it must provide a contiguous sequence from beginning to end. This would 13 require the inclusion of at least additional map numbers 2638, 2637, 2636, 2635, 14 2732, 3028SW, 3028NW, 2433 and 2434. This would allow a proposed boundary 15 to be drawn from an established geographical feature on the southeast at East Bay 16 to an established geographical feature at North Bay.
- What credence do you give to methods of resolving territorial issues that avoid the establishment of a defined boundary or that create situations where one utility can ignore the defined service area of a neighboring utility?
- 20 A. None.
- 21 Q. Why?
- 22 A. It sets the negotiation of territorial agreements back approximately fifty (50) years, 23 and ignores the goal of avoiding uneconomic duplication of facilities.
- 24 Q. Have you proposed and written a territorial boundary description for Bay County?
- 25 A. Yes, I have attached it as Exhibit (AWG-4).

- 1 Q. Turning now to Washington County, were the electric facilities of Gulf Power and 2 Gulf Coast commingled and in close proximity?
- 3 Α. That question is also answered by reference to specific maps which I have 4 assembled and submitted as exhibits to my direct testimony. A Department of 5 Transportation map of Washington County, Florida (scale 1" = 1 mile) has been 6 modified to reflect the electric facilities of Gulf Power and Gulf Coast thereon. I shall 7 refer to this map and any reduction sized reproductions thereof as my Exhibit \_\_\_ 8 (AWG-5). Twenty-four (24) copies of Gulf Power system detail maps (scale 1"= 9 400') have been modified to reflect the electric facilities of Gulf Power and Gulf Coast 10 thereon. I shall refer to these maps and any reduced sized reproductions thereof 11 as my Exhibit (AWG-6) followed by the Gulf Power assigned map number. The 12 areas in Washington County which can be described as containing electric facilities 13 commingled and in close proximity can be set forth as a minimum on maps, 2221, 14 2321, 2322, 2320, 2220, 2218SE, 2218SW, 2218NW, 2418, 2717, 2618, 2518, 2520 15 and 2420 or fourteen (14) maps in all, in Exhibit (AWG-6).
- 16 Q. What are the areas of Washington County where further uneconomic duplication of electric facilities is likely to occur?
- 18 A. Those areas as shown, at a minimum, on Exhibit \_\_\_ (AWG-6) on the maps as listed
  19 above plus additional maps of 2218NE, 2718, 2719, 2619, 2519, 2419, 2421, 2521,
  20 2620 and 2720 or ten (10) additional maps.
- Q. Does a proposed territorial boundary established on these twenty-four (24) listed maps assure no further uneconomic duplication of electric facilities?
- A. Not entirely. As I said with reference to Bay County, this boundary is also intended to accomplish the goal of avoiding further uneconomic duplication and resulting disputes, but only insofar as the particular maps are concerned.

Q. Why not entirely?

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Α.

3 in Washington County abut Bay County, Gulf Power may have electric facilities in 4 Washington County adjacent to maps in Bay County where Gulf Coast has electric 5 facilities but this fact is not apparent. In further explanation, proposed territorial lines 6 drawn upon those first fourteen (14) maps listed would not present a contiguous 7 sequence but would contain missing sections and may not be as effective as a 8 boundary that has no gaps in it as I explained about the Bay County boundary. 9 Inclusion of the additional ten (10) maps showing where further uneconomic 10 duplication of electric facilities would be likely to occur still lacks the contiguous 11 sequence provision necessary to close the gaps in any proposed territorial boundary in the Washington County area adjacent to Bay County near Fountain and again 12 where facilities abut the Wausau community. Additional maps needed for a 13 contiguous sequence would require maps 2417, 2416, 2516, 2517, 2617, 2616, 14 2716, 2721, 2722, 2621 and 2622, or eleven (11) additional maps. This total of 15 16 thirty-five (35) maps would allow a contiguous sequential boundary to be drawn 17 beginning at a fixed land section corner located west of State Road 279 and 18 proceeding with unbroken sequence until it terminates on the Washington-Bay 19 County line adjacent to the Fountain substation in northeast Bay County. 20 Q. Have you proposed a written territorial boundary description for Washington 21 County? Α. Yes, I have attached it as Exhibit \_\_\_ (AWG-7).

These maps do not present a contiguous sequence and also, where maps located

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- 23 Q. What are some of the factors you have used in the process of making 24 recommendations for proposed territorial boundaries in Bay and Washington 25 Counties?

A. I have considered the following:

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- Routes along natural topographical or geographical features which of themselves tend to discourage electric facility commingling and construction in close proximity. This includes bays, rivers, creeks, swamps, etc.
  - 2. Routes along land lines and property ownerships.
  - Routes along or between roads, streets, recorded plat subdivisions and where existing electric facilities are already commingled and/or in close proximity.
  - 4. Areas where historic electrical service has been established and provided.
  - 5. Areas that will provide opportunity for additional development and electrical load growth.
  - Areas where the electrical utilities have made a choice and commitment to provide service, or declined to provide service during the past historical operating period.
- Q. Have you prepared any additional estimates or reviewed additional data to cover the maps that you believe should also be included for consideration in drawing a contiguous territorial boundary line?
- 18 My exhibit, identified as Exhibit (AWG-8), provides the basic data in response to Α. 19 Staff's request for information regarding numbers of customers, energy sales, 20 demand, existing and projected, a description of existing facilities, new facilities to 21 be added in the next five (5) years, generation or purchased power need to serve 22 the initial areas identified by Staff (not including the additional maps I have referred 23 to) for the next five (5) years, a summary of customer inquiries and service 24 requests, an economic analysis of Gulf Coast's annual and cumulative present value 25 revenue requirements for the initial areas, and historic cost figures. This data has

1 already been filed with the Commission. I have not prepared any additional 2 estimates, or reviewed additional data at this time, regarding the additional maps that 3 I believe should be considered to draw a contiguous boundary line. 4 Q. Why not? 5 Α. The additional areas which I recommend for inclusion in drawing a contiguous 6 boundary line were intended to add and provide a measure of contiguous sequence 7 to any boundary considered. The additional areas recommended did not modify previous responses to Staff contained in Exhibit (AWG-8) and did not place 8 additional facilities and customers at any greater risk in the boundary establishment 9 10 process. How should the Commission establish the territorial boundary between Gulf Power 11 Q. and Gulf Coast where the electric facilities are commingled and in close proximity 12 and further uneconomic duplication of facilities is likely to occur? 13 My personal opinion is that the boundary selected by the Commission should be at 14 Α. 15 a fixed location that will discourage continual adjustment of the boundary from time to time in order that neither Gulf Power's or Gulf Coast's position be strengthened 16 or weakened by changes in facilities within their assigned service areas. It should 17 18 firmly establish a service area for each company so that economical system designs 19 can be provided and met as loads develop, and so that further disputes and 20 uneconomic duplication of facilities can be avoided. 21 Q. Where should the territorial boundary be established? 22 Again, my personal opinion is set forth in Exhibit \_\_\_ (AWG-4) and Exhibit \_\_\_ (AWG-Α. 23 7) and further presented upon Exhibit \_\_\_ (AWG-2), Exhibit \_\_\_ (AWG-3), Exhibit \_\_\_ 24 (AWG-5) and Exhibit (AWG-6). 25 Q. Are both utilities capable of providing adequate and reliable service to the areas of

1		Bay and Washington Counties identified in this proceeding by the Staff of the
2		Commission, and by you, as areas where a territorial boundary line would be
3		appropriate to satisfy the Commission's order in this proceeding?
4	A.	Yes. Certainly Gulf Coast is capable of providing adequate and reliable service. I
5		have seen no data to suggest that Gulf Power would not also be as capable. Based
6		on my knowledge of Gulf Coast's system and its reliability, and the lack of any data
7		suggesting that Gulf Power is not capable, I do not believe adequacy and reliability
8		of service is an issue in this proceeding.
9	Q.	Does this conclude your testimony?
10	A.	It does at this time. I may have additional comments depending on the direct
11		testimony of Gulf Power's witnesses and of Staff.

[to be sworn to at hearing]

### BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re:	Petition to Resolve	)	
	Territorial Dispute with Gulf Coast	)	
	Electric Cooperative, Inc. by	)	Docket No. 930885-EU
	Gulf Power Company	)	
		)	

#### **CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of direct prefiled testimony of Archie W. Gordon has been furnished this  $\underline{15}$  day of October, 1996, by U.S. mail or hand delivery to the following:

Vicki Johnson, Esquire Staff Counsel 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0863

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2540 Shumard Oak Boulevard
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John H. Haswell, Esquire Florida Bar No.: 162536

Chandler, Lang & Haswell, P.A.

Post Office Box 23879 Gainesville, Florida 32602

(352) 376-5226

(352) 372-8858 - facsimile

# SCHEDULE OF EXHIBITS ARCHIE W. GORDON

established as of October 12, 1996

Exhibit (AWG-1)	Direct testimony of Archie W. Gordon
Exhibit (AWG-2)	Large Bay County map, color and grids
Exhibit (AWG-3)	Fifteen (15) sheets Bay County detail maps (showing proposed territorial boundary)
Exhibit (AWG-4)	Proposed territorial boundary, written descriptions and indicating location on detail maps of Bay County
Exhibit (AWG-5)	Large Washington County map, color and grids
Exhibit (AWG-6)	Twenty-four (24) sheets Washington County detail maps (showing proposed territorial boundary)
Exhibit (AWG-7)	Proposed territorial boundary, written description and indicating location on detail maps of Washington County.
Exhibit (AWG-8)	Gulf Coast's Response to Staff's Information Request

EXHIBIT \_\_\_\_\_(AWG - 2)

(BAY COUNTY)

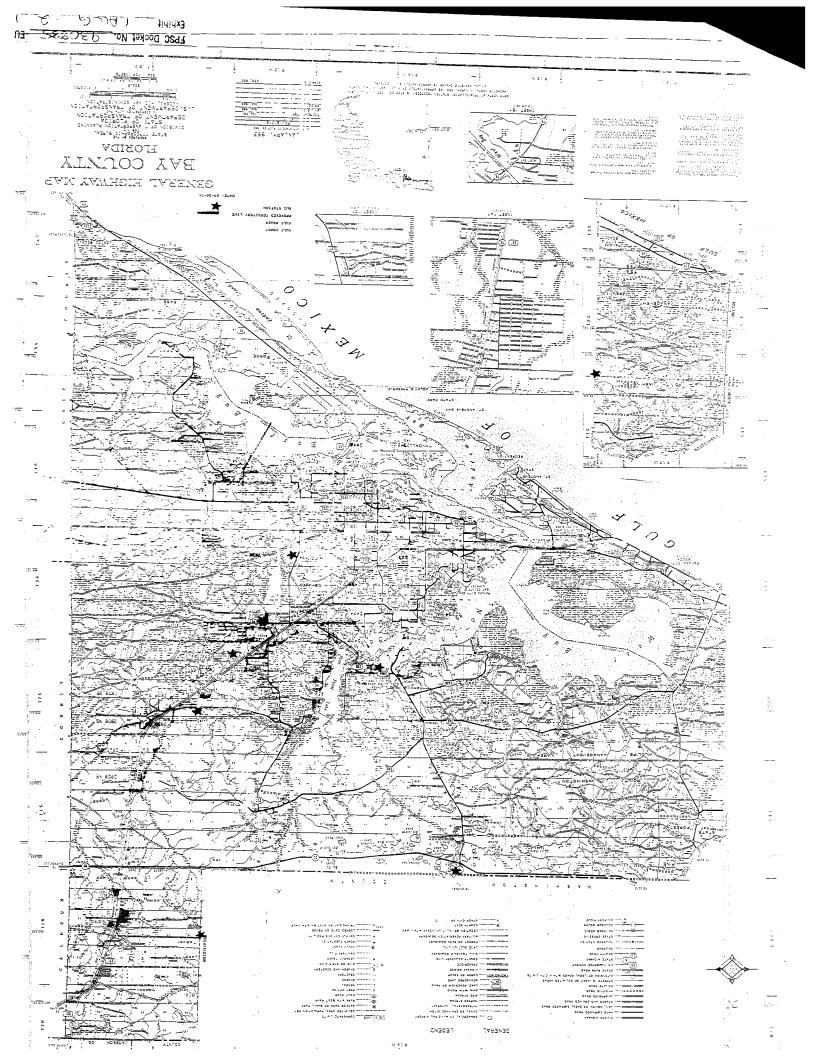
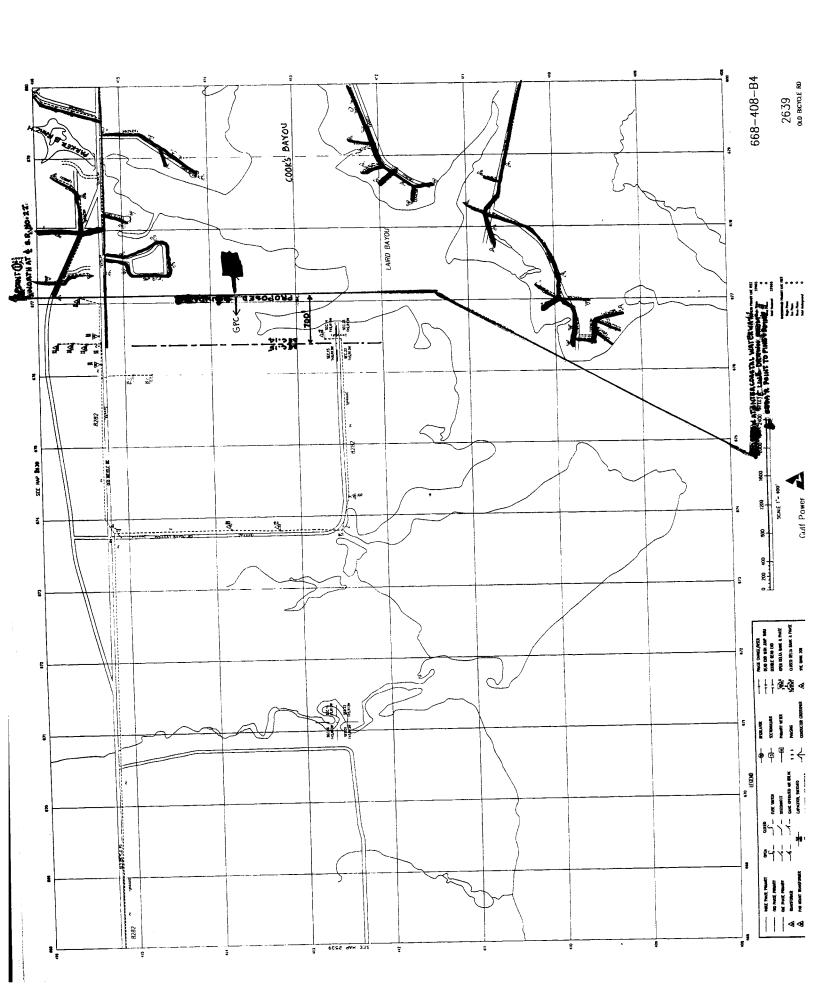
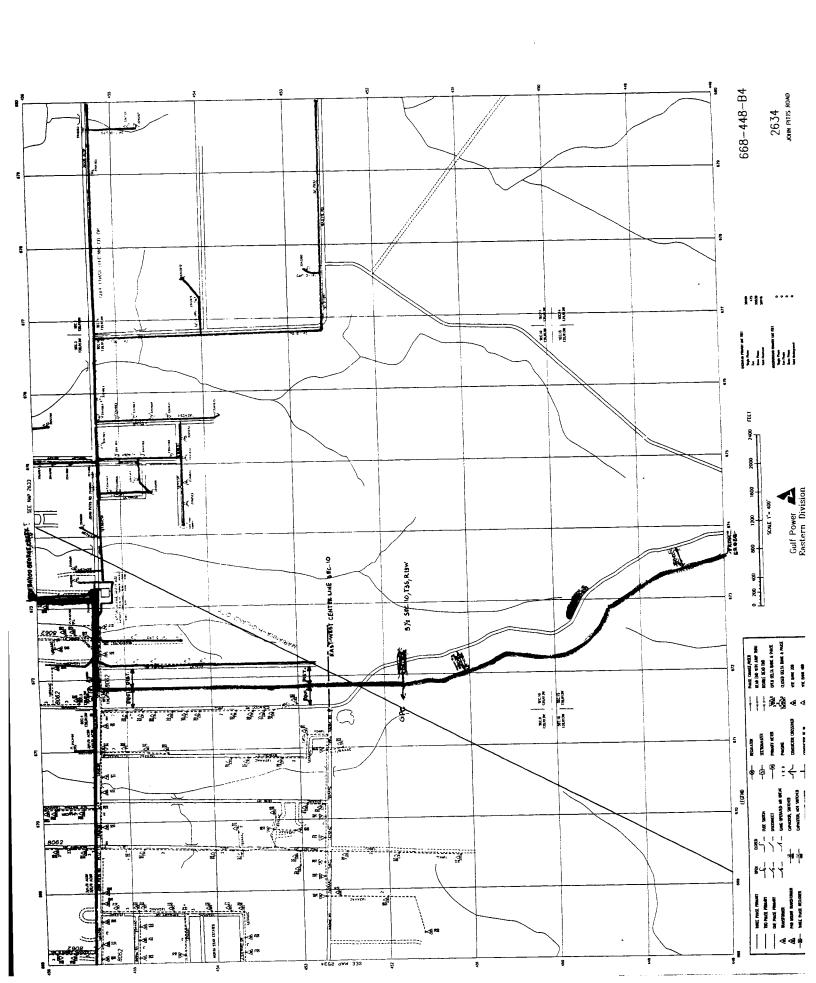


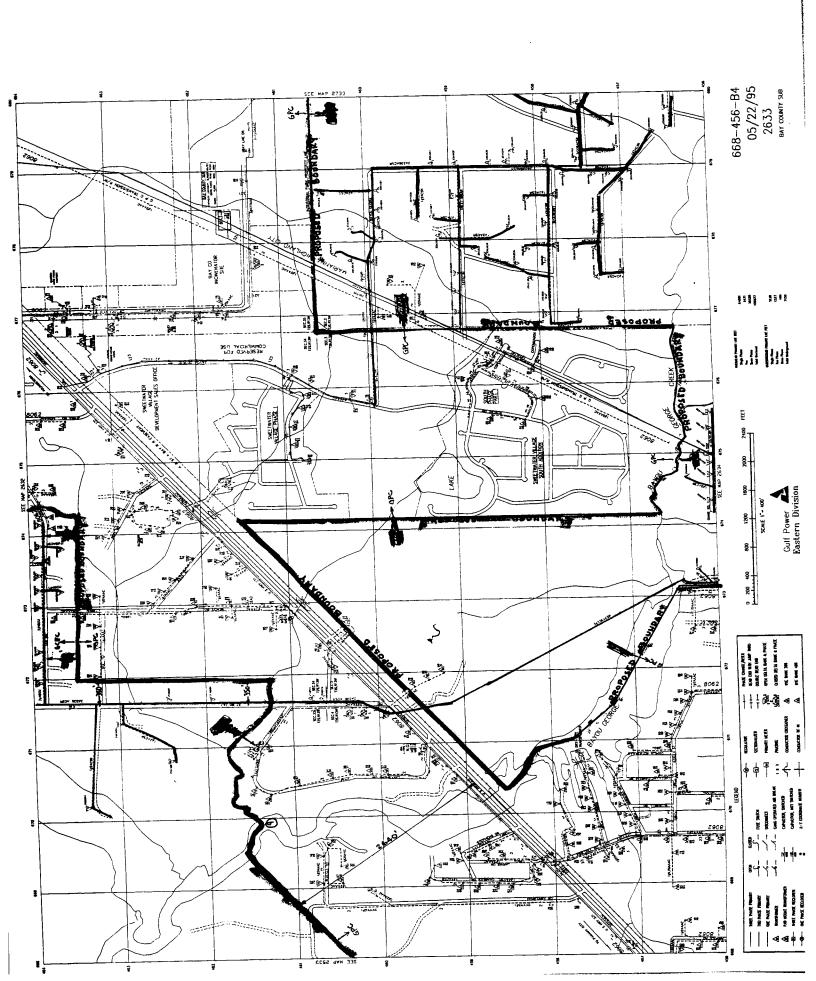
EXHIBIT \_\_\_\_\_(AWG - 3)

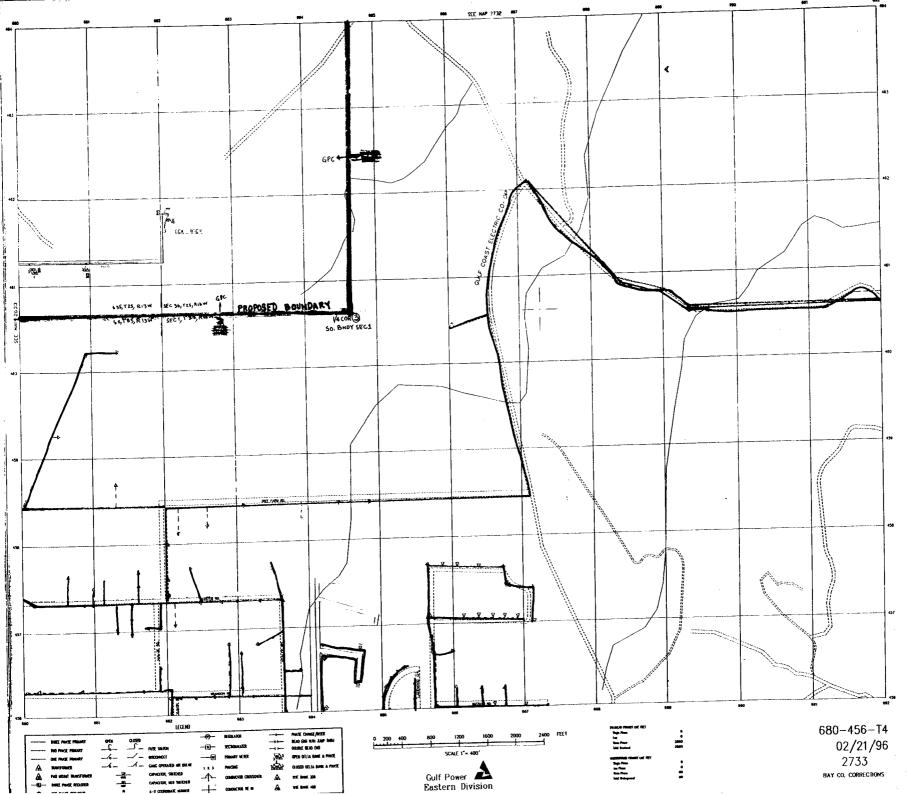
COMPOSITE EXHIBIT CONTAINING 15 MAPS

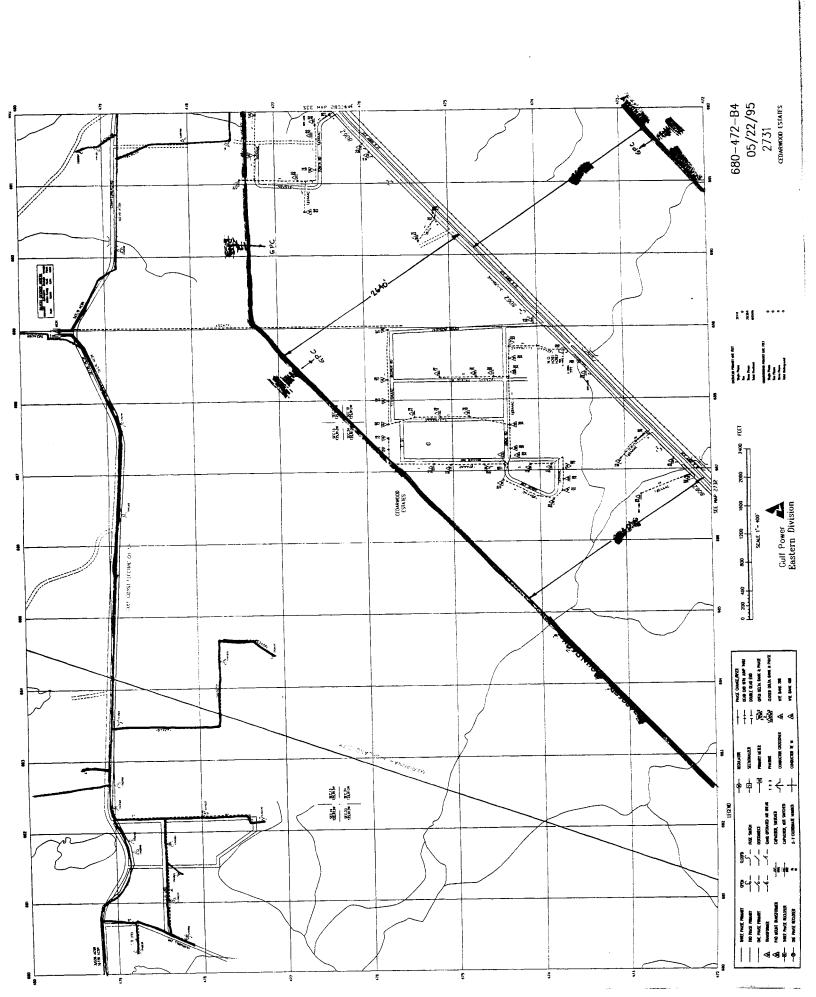
(BAY COUNTY)

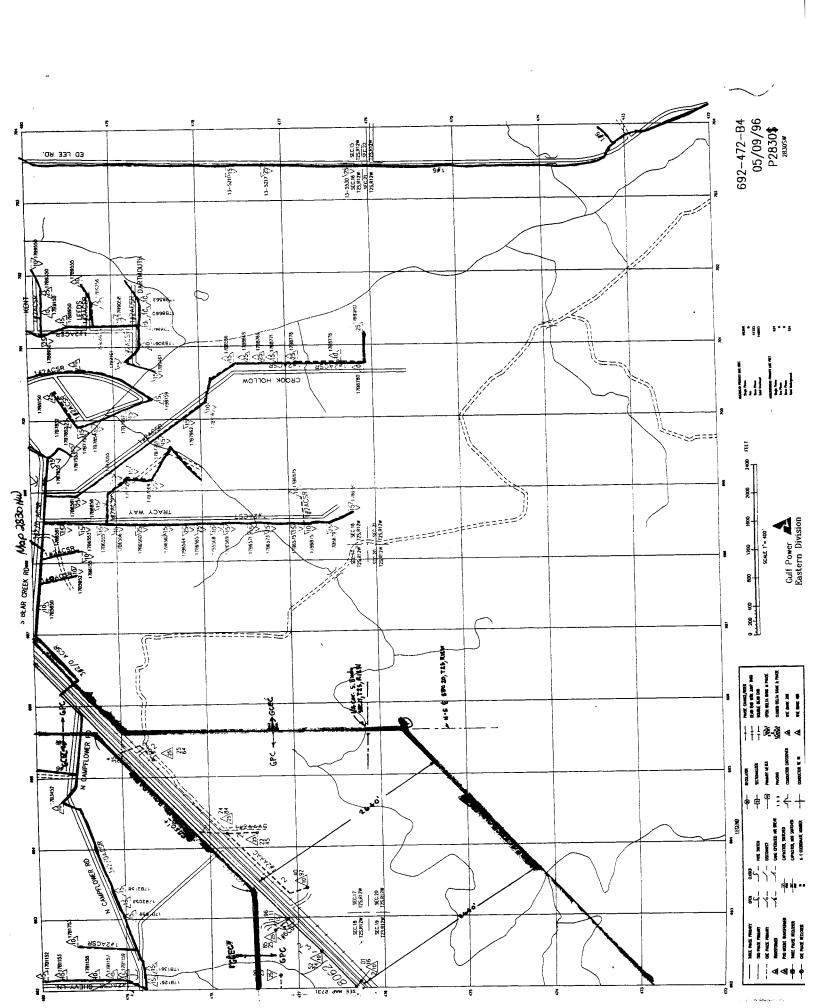


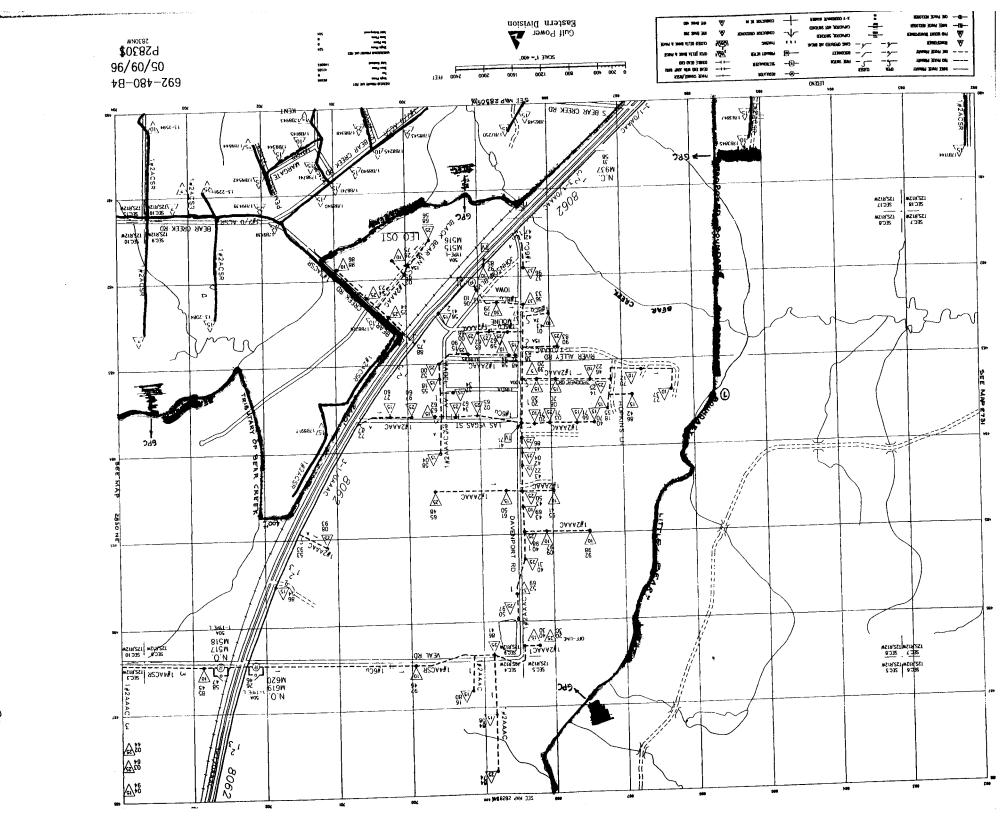


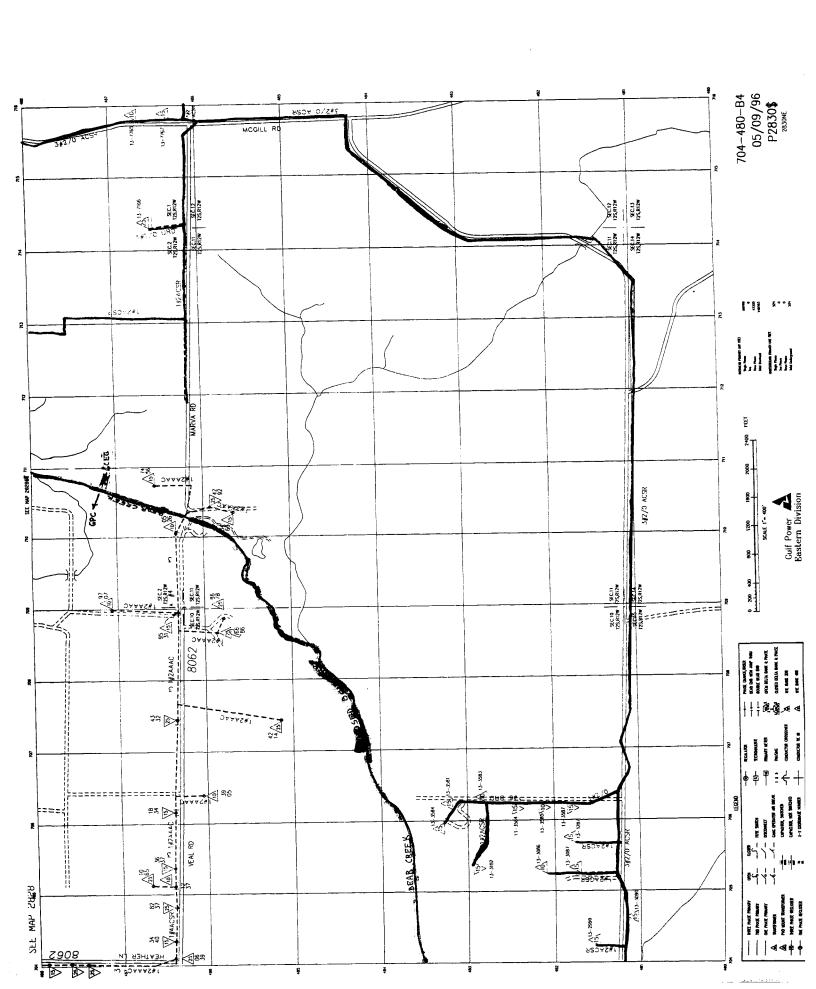


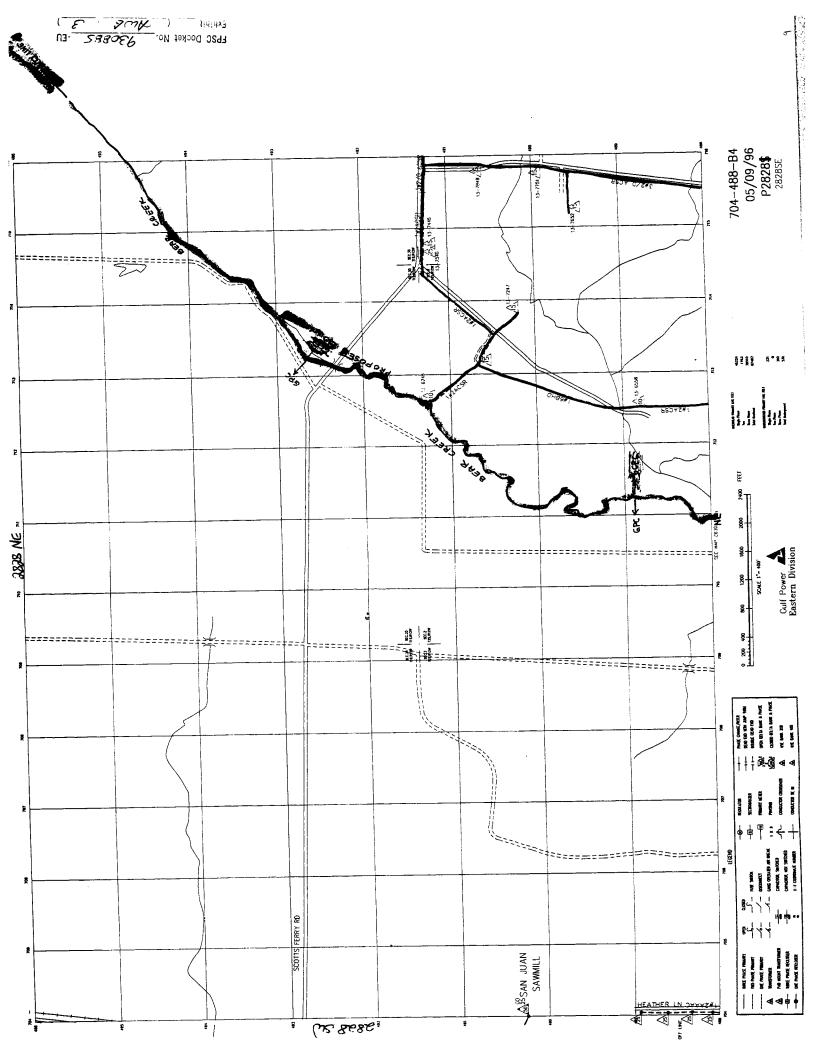


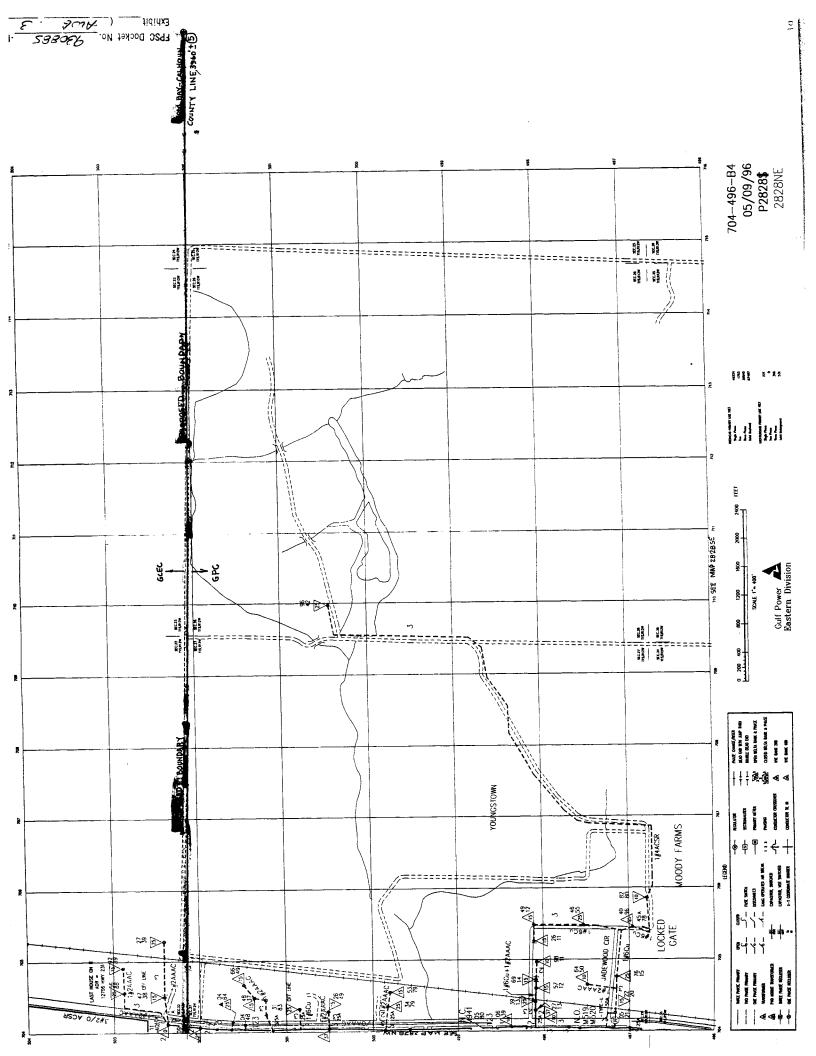


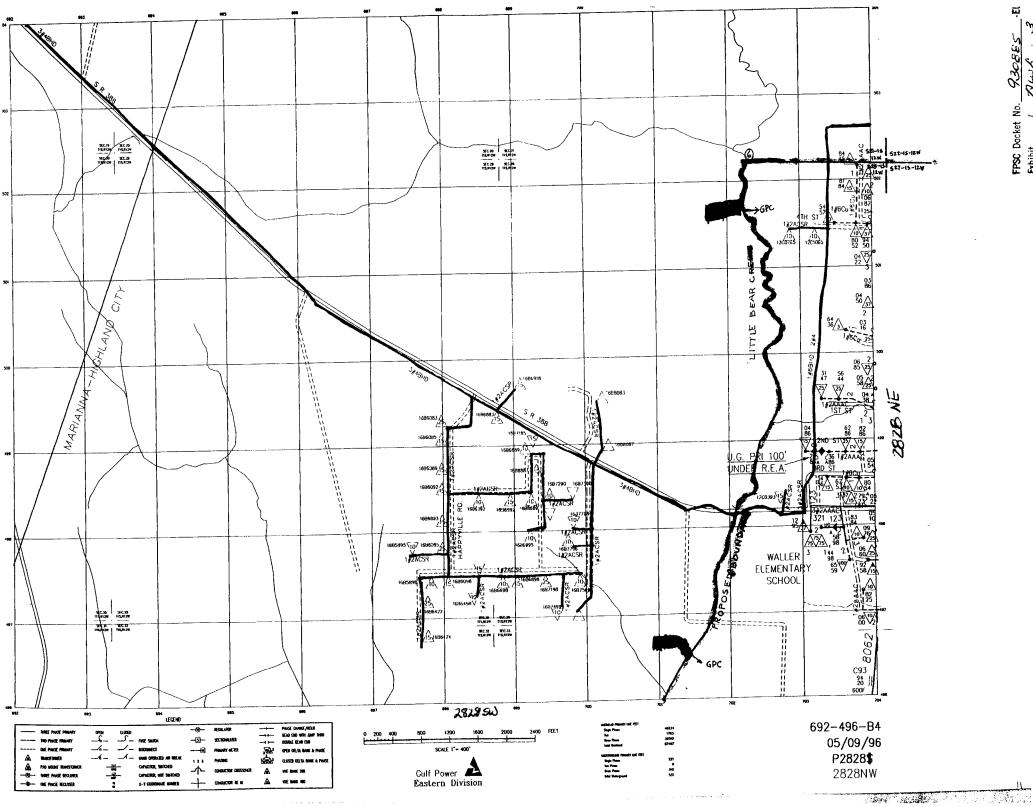




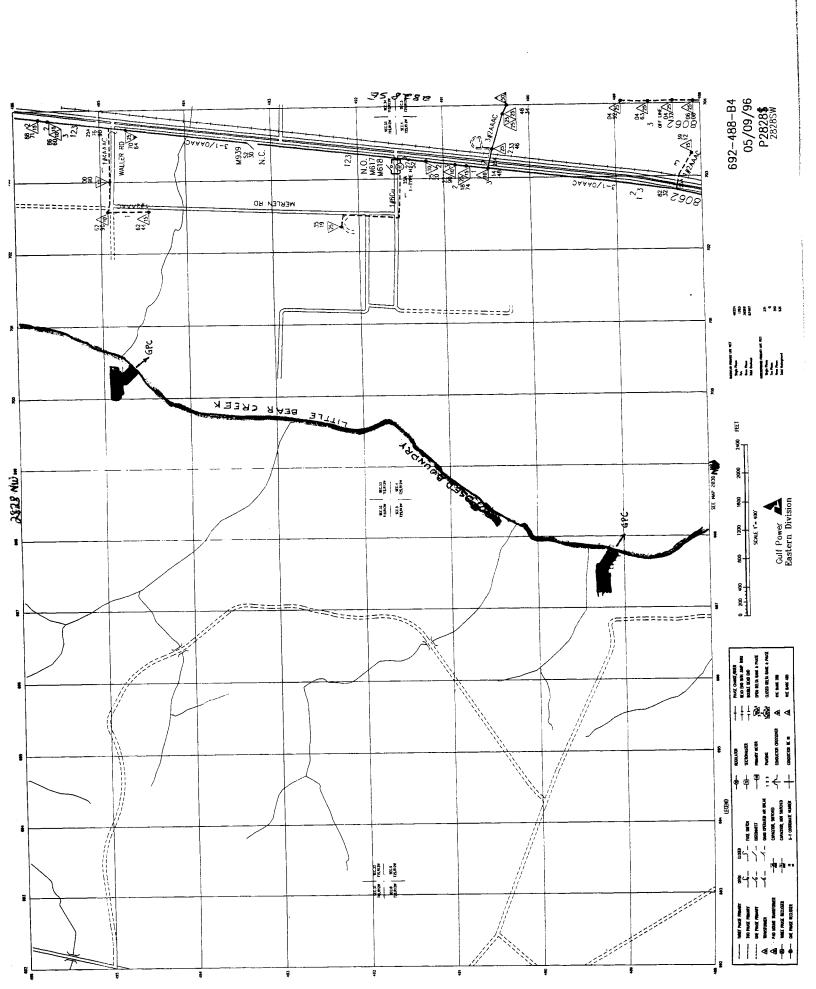


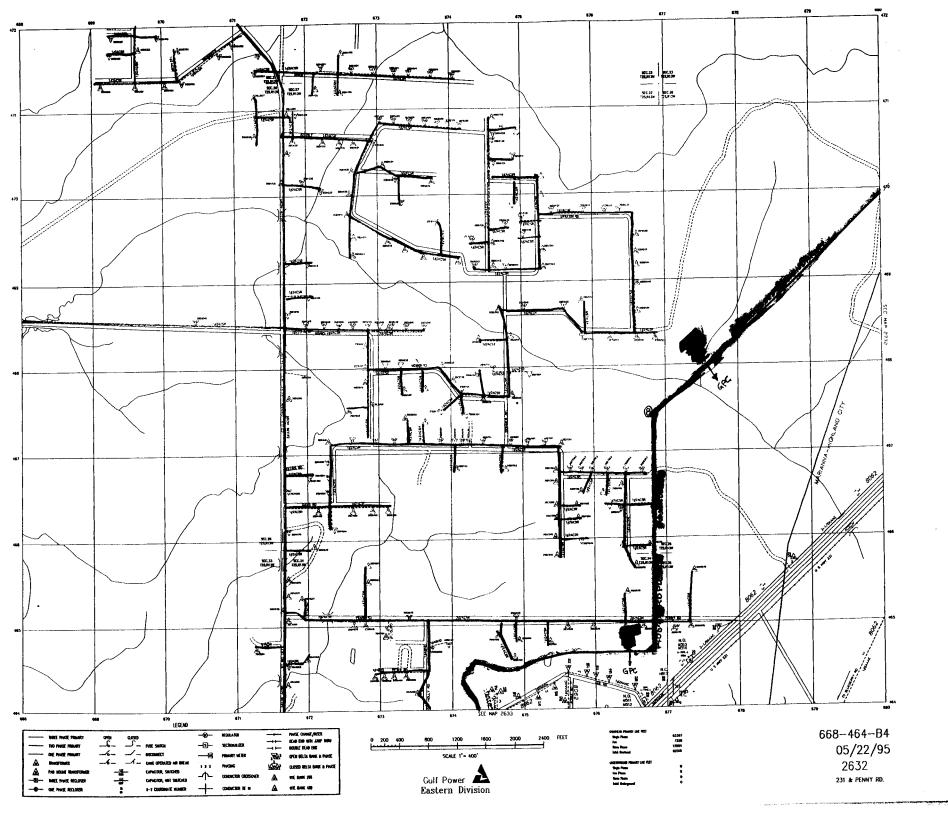


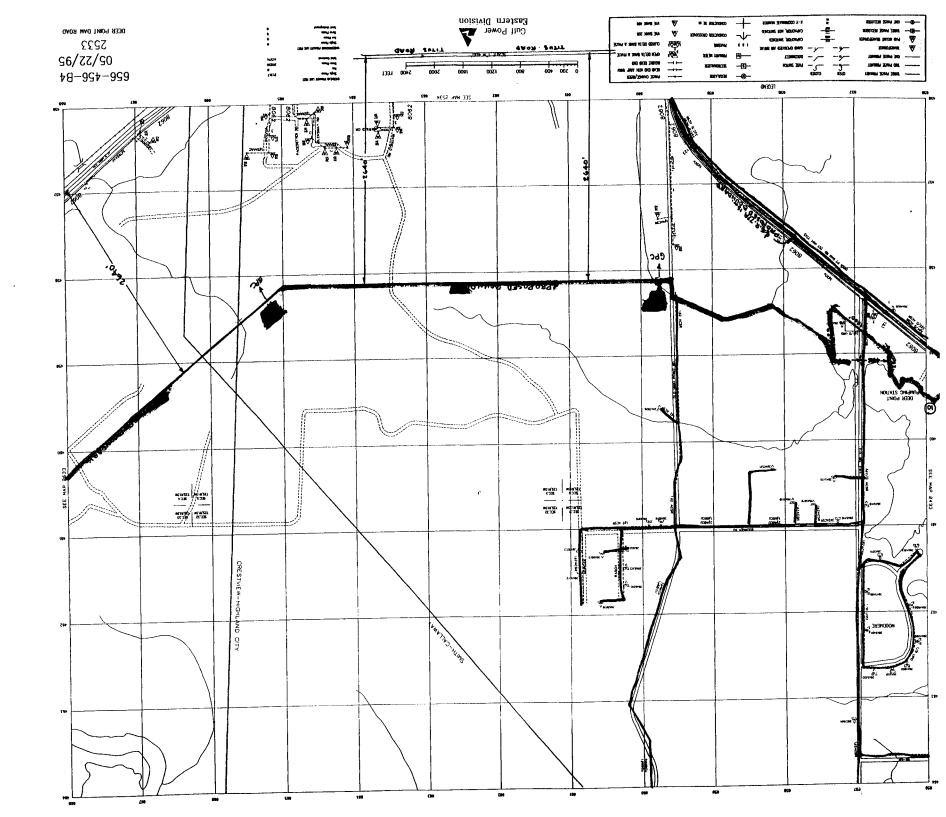




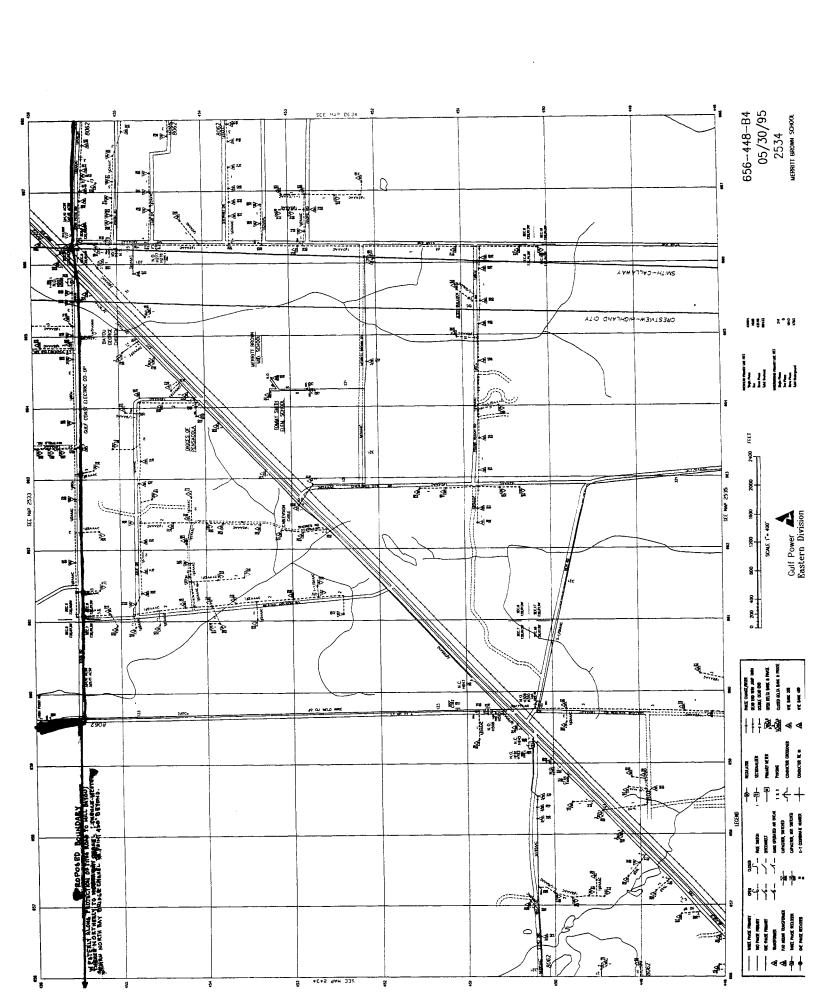
FPSC Docket No.







FPSC Docket No. 930885 -E



(AWG - 4)	EXHIBIT		(AWG		4
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COMPOSITE EXHIBIT CONTAINING 9 PAGES

(BAY COUNTY)

Proposed Territorial Boundary between

Gulf Power Company and Gulf Coast Electric Cooperative in

Bay County, Florida Date: July 30, 1996 Revised: Oct. 15, 1996

This revision is made to reflect GCEC service to the Washington County Correctional Institute per resolution of that conflict in accordance with judicial appeal and to indicate the location on certain maps approved by the PSC in this instance.

The described boundary is related to an associated State of Florida, Department of Transportation map of Bay County, Florida, (scale 1"=1 mile), 15 large scale maps of the GPC and GCEC electrical distribution facilities (scale 1"=400') plus one set of 15 intermediate scale maps of the GPC and GCEC electrical distribution facilities (scale 1"=800', approximate).

The information associated herewith is intended to assist in avoidance of duplication of facilities, the comingling or intermingling of lines and the elimination and/or reduction of conflicts from the time of establishment of such a territorial boundary by the State of Florida, Public Service Commission and thence into the future.

The associated maps of Bay County incorporate the following features.

1. A proposed boundary to be observed is set forth with an orange colored line.

- 2. Areas which are currently served by Gulf Power Company are set forth with blue colored facilities.
- 3. Areas which are currently served by Gulf Coast Electric Cooperative are set forth with red colored facilities.
- 4. Numerically identified points lying along the proposed territorial boundary are indicated by numbers written thereon.

These two facility colors (blue and red) are the same colors that have been adopted throughout all of the exchange of maps between the two parties, i.e. blue represents the reproduced color coded facilities of GPC while red represents the reproduced color coded facilities of GCEC.

## Proposed Territorial Boundary Description Bay County

Beginning at the channel of the Intercoastal Waterway and its intersection with a line drawn from Piney Point to Cedar Point in East Bay, Bay County, Florida and being numerically identified as "POB" by marginal reference on Map 2639;

Thence northerly and easterly across waters of East Bay to Laird Bayou: thence continue northerly and easterly through Laird Bayou to a line parallel to and approximately 700 feet east of west lines of Sections 23. 14 and the south 1/2 of 11. T 4 S. R 13 W; thence north along said line to its intersection with S.R. 22 and being numerically identified as point 1. (Point 1 is located upon what would be GPC map 2638 but is also identified by marginal reference on Map 2639 which is included in the map list established by PSC staff.)

(This last line is established so as to bisect the existing facilities of each company where they are adjacent to each other in the vicinity of Bicycle Road on the west side of Parker Branch.)

Continue thence north from point 1 to a CCC road which extends in a northerly direction; thence northerly and westerly along a line 300 feet west of and parallel to CCC road through Sections 11. 2 and 3, T 4 S, R 13 W and Sections 35, 34, 27, 22, 15 (across what would be GPC maps 2638, 2637, 2636, 2635) and the south 1/2 of

Section 10, T 3 S. R 13 W to east/west centerline of Section 10 and lying approximate to the west 1/2 of map 2634.

(This point to lie midway between two established roads which both connect to John Pitts Road which in turn lies approximately 1/2 mile to the north. Sunwood Road lies to the west and is served by GPC and Bumby Road lies to the east and is served by GCEC.)

Thence north between and parallel to Sunwood Road and Bumby Road to the centerline of John Pitts Road and being numerically identified as point 2 and as depicted on Map 2634;

Thence easterly along centerline of John Pitts Road to the north feeder of the Bayou George (South) substation (GCEC); thence northerly along said north feeder to Bayou George Creek as depicted on Map 2633; thence westerly and northerly along Bayou George Creek to the Bayline Railroad; thence northeasterly along the Bayline Railroad to the west boundary of the Sweetwater Village Development; thence south along the west boundary of Sweetwater Village Development to Bayou George Creek; thence easterly along Bayou George Creek to the west line of Section 2, T 3 S. R 13 W; thence north along the west line of Section 2 to the northwest corner of Section 2; thence east along the north line of Sections 2 and 1 to the quarter corner on the north line of Section 1, T 3 S. R 13 W and numerically identified as point 3 and as depicted on Map 2733;

Thence north along the north-south centerlines of Sections 36 and 25, T 2 S, R 13 W to a point which is 2640 feet (1/2 mile) from the centerline of U.S. 231 (this 1/2 mile distance being measured "normal" to the centerline of U.S. 231, which is at right angles to the road and lies upon what would be GPC map 2732).

Thence northeasterly and parallel to U.S. 231 along a line lying 2640 feet southeast from the road centerline through Sections 25, T 2 S, R 13 W and Sections 30, 19 and 20, T 2 S, R 12 W to the north-south centerline of Section 20 and being numerically identified as point 4 and lying on Map 2830SW;

Thence north along the north-south centerlines of Sections 20 and 17. T 2 S. R 12 W to the southeast right of way of the Bayline Railway; thence northeasterly along Bayline Railway southeast right of way to Bear Creek; thence easterly along Bear Creek to North Bear Creek Road as shown on map 2830WW; thence northwesterly along North Bear Creek Road to the southeast right of way of Bayline Roairoad; thence northeasterly along railroad right of way a distance of 2640 feet; thence east 400 feet more or less to a tributary of Bear Creek; thence southerly along tributary to Bear Creek; thence northeasterly along Bear Creek through Sections 9.
10. 11 and 2, T 2 S, R 12 W and Sections 35, 36 and 25, T 1 S, R 12 W through map 2830NW, map 2830NE, map 2828SE and what would be GPC map 2028SW to the intersection of Bear Creek with the east line of Bay County (also being the west line of Calhoun County); thence

north along the east line of Section 25, T 1 S, R 12 W to the southeast corner of Section 24, T 1 S, R 12 W and being numerically identified as point 5 and as would be located upon GPC map 3028MW. should it exist.

Thence west along the south line of Sections 24, 23, 22 and a portion of the south line of Section 21, all lying in T 1 S, R 12 W and crossing Bayline Railroad and U.S. 231 (shown on map 2828NE) from east to west to the section line intersection with Little Bear Creek and being identified as point 6 as shown on map 2828NW.

Thence southerly along the thread of Little Bear Creek through Sections 28 and 33, T 1 S, R 12 W (maps 2828NW and 2828SW) and also southerly through Sections 4, 5, and 8, T 2 S, R 12 W to it's intersection with the north-south centerline of Section 8 and being numerically identified as point 7 on map 2830NW;

Thence south along the north-south centerlines of Sections 8 and 17 T 2 S, R 12 W to the northwesterly right of way of U.S. 231; thence southwesterly along the northwesterly right of way of U.S. 231 to a point on the west line of Section 17 which is located 1300 feet north of the southwest corner of Section 17, T 2 S, R 12 W:

Thence west through the south 1/2 of Section 18 along a line parallel to the south line of Section 18, T 2 S, R 12 W to a point which is 2640 feet (1/2 mile) northwest from the centerline of U.S. 231, and as shown on map 2731 (this 1/2 mile distance being

measured "normal" to the centerline of U.S. 231, which is at right angles to the road); thence southwesterly and parallel to U.S. 231 along a line lying 2640 feet northwest from the road centerline through Sections 18 and 19, T 2 S, R 12 W and a portion of Sections 24, 23 and 26, T 2 S, R 13 W to the west line of Section 26 and being numerically identified as point 8 and which lies on map 2632;

Thence south along the east line of Sections 27 and 34 to a point approximately 400 feet south of Penny Road. (this point being a drainage course between Penny Road and Coe Road to the south); thence westerly and southerly along this drainage course to a point which is 350 feet south of the western tangent of Coe road; thence westerly along a line which is 350 feet south of the western tangent of Coe Road to a point 350 feet east of S.R. 167 (old County Road 2301) as shown on map 2633; thence south parallel to the centerline of S.R. 167 approximately 2300 feet to the centerline of a drainage course from the southeast and to Bayou George Which lies to the west; thence westerly along drainage course to the waters of Bayou George and being numerically identified as point 9 on map 2633;

Thence northwesterly along the waters of Bayou George to a point which is 2640 feet (1/2 mile) northwest from the centerline of U.S. 231; (this 1/2 mile being measured "normal" to the centerline of U.S. 231, which is at right angles to the road); thence southwesterly and parallel to U.S. 231 along a line 2640

feet from the road centerline through Section 33, T 2 S, R 13 W and through Sections 4 and 5, T 3 S, R 13 W to a point shown on map 2533 which is 2640 feet (1/2 mile) north of the centerline of Titus Road (this 1/2 mile being measured "normal" to the centerline of Titus Road, which is at right angles to the road); thence west along a line parallel to and 2640 feet north of Titus Road to a point of intersection with the old High Point Road; thence northerly along the old High Point Road to the first drainage course; thence northwesterly along drainage course to a point 400 feet west of a bridge on the new paved High Point Road (map designated CR 2311); thence south 750 feet; thence northwesterly 850 feet and parallel to State Road 77A; thence North 250 feet to the waters of Deerpoint Lake; thence northwesterly along the south shore of Deerpoint Lake approximately 1000 feet to the northwest boundary of the Deerpoint Lake water pumping station site and being numerically identified as point 10 and lying on map 2433;

Thence southwesterly along the northwest boundary of the Deerpoint Lake water pumping station site and on to the Deerpoint Dam Road centerline, also known as S.R. 77A; thence southeasterly along the centerline of S.R. 77A to it's intersection with Titus Road as shown on map 2534; thence west along a projection of Titus Road and along the south line of Section 6, T 3 S, R 13 W and Section 1, T 3 S, R 14 W to the waters of Mill Bayou and being numerically described as point 11 and as described by note on map 5534;

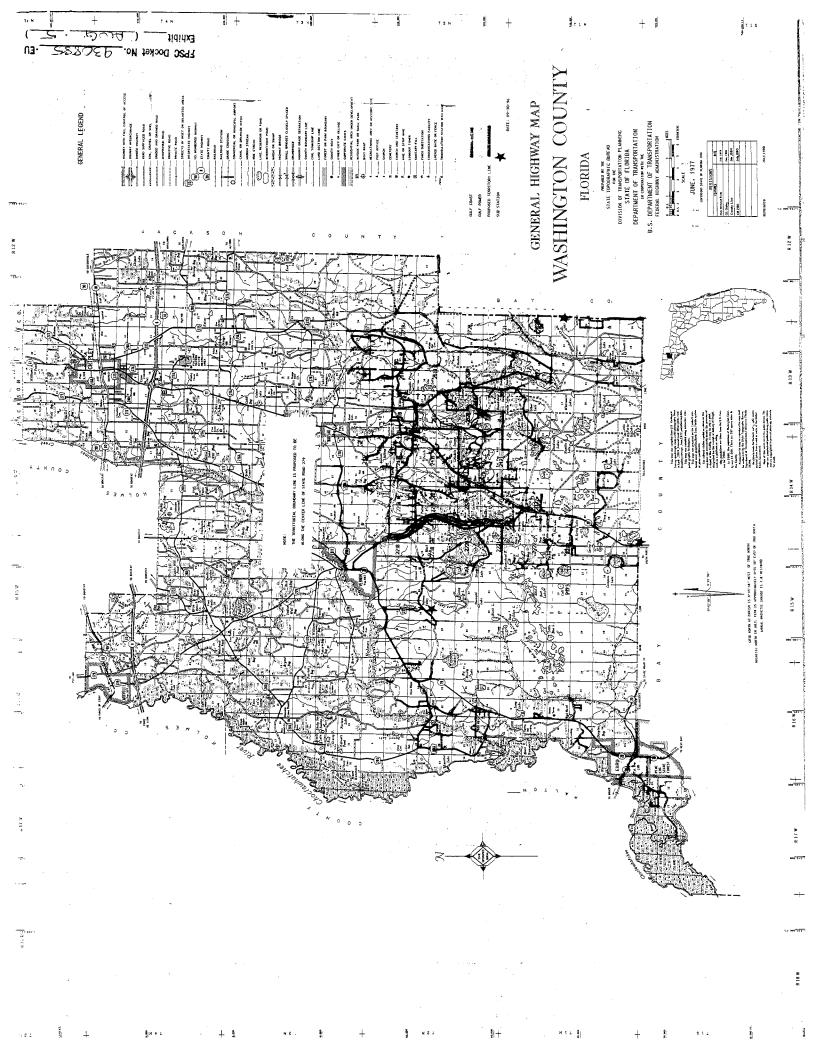
Thence northwesterly within the waters of Mill Bayou, past College Point and into the approximate center of North Bay west of the Deerpoint Dam and being numerically identified as point 12;

J. . . .

Thence westerly and southwesterly along the channel of North Bay, to the North Bay Bridge adjacent to Lynn Haven and Southport; thence westerly through the channel span of North Bay Bridge to a point 400 feet beyond and terminating at that point.

EXHIBIT	(AWG	-	5)
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(WASHINGTON COUNTY)

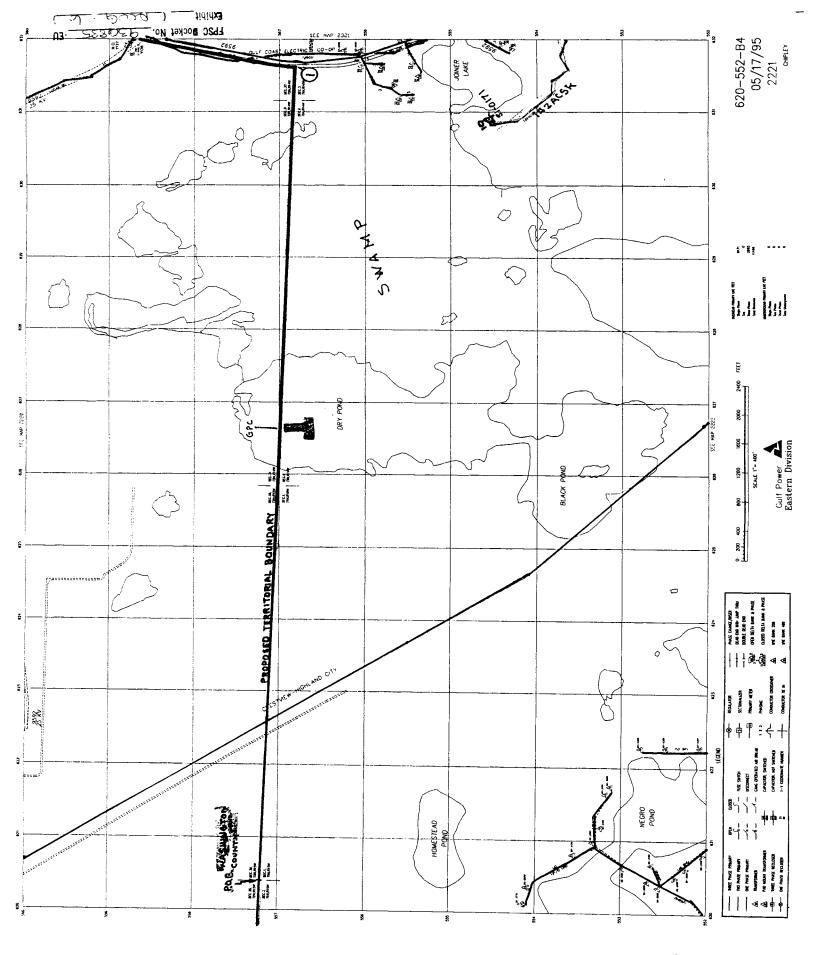


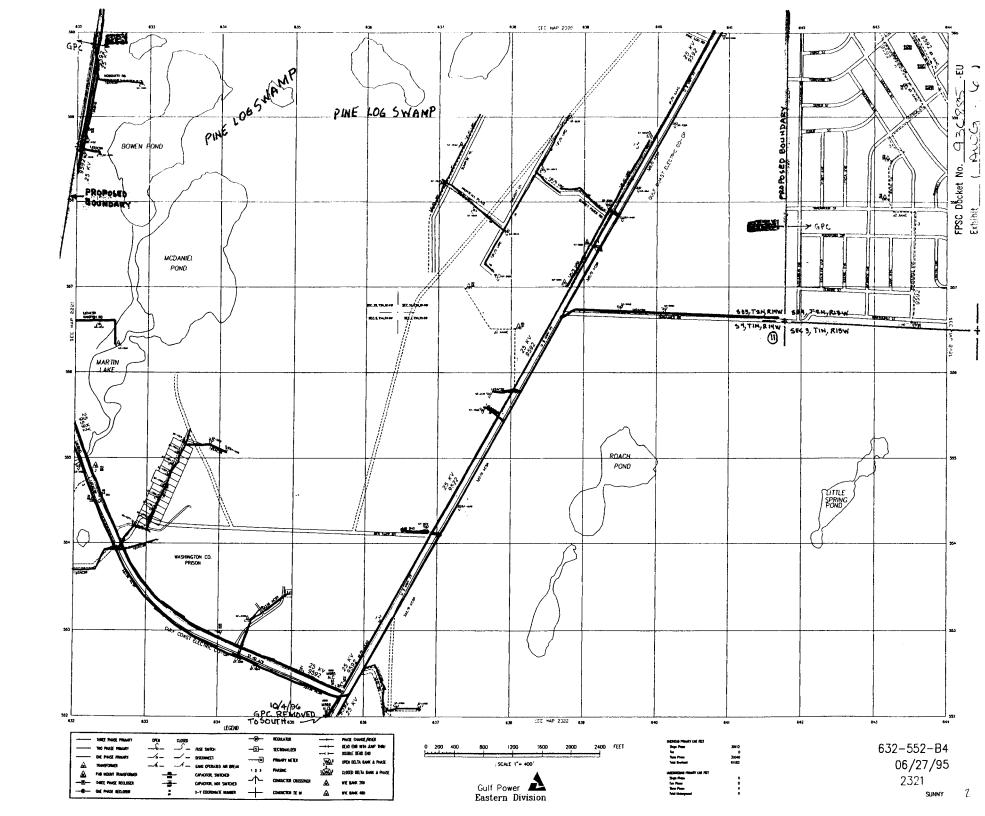
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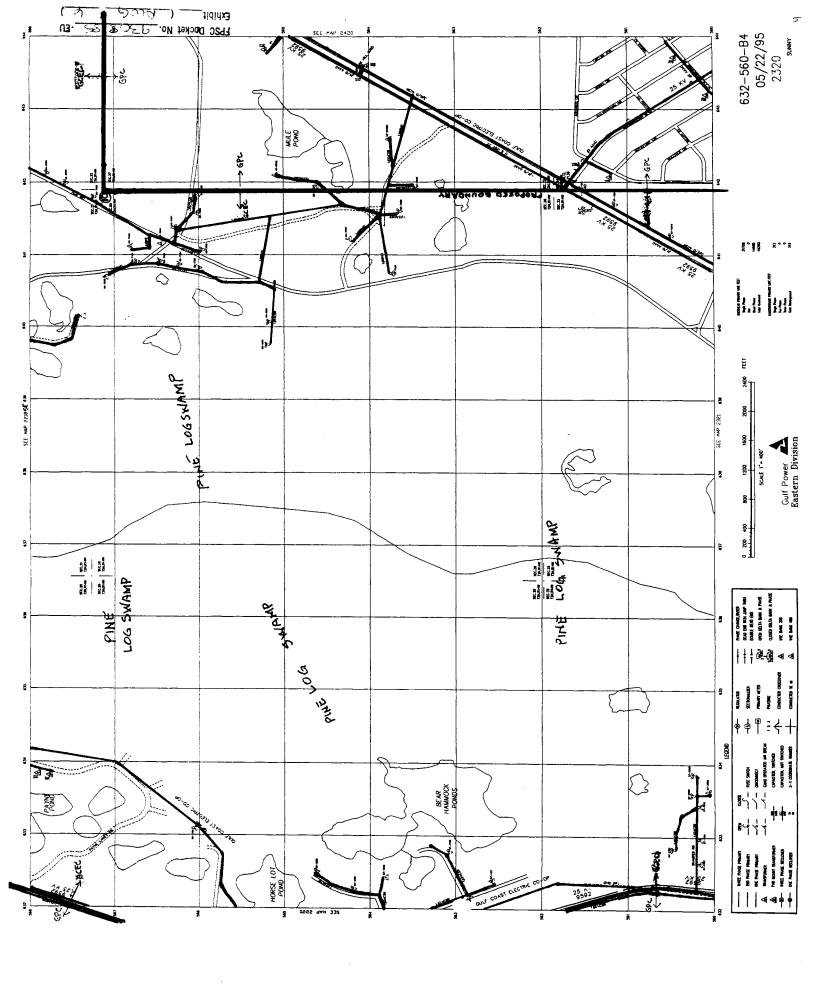
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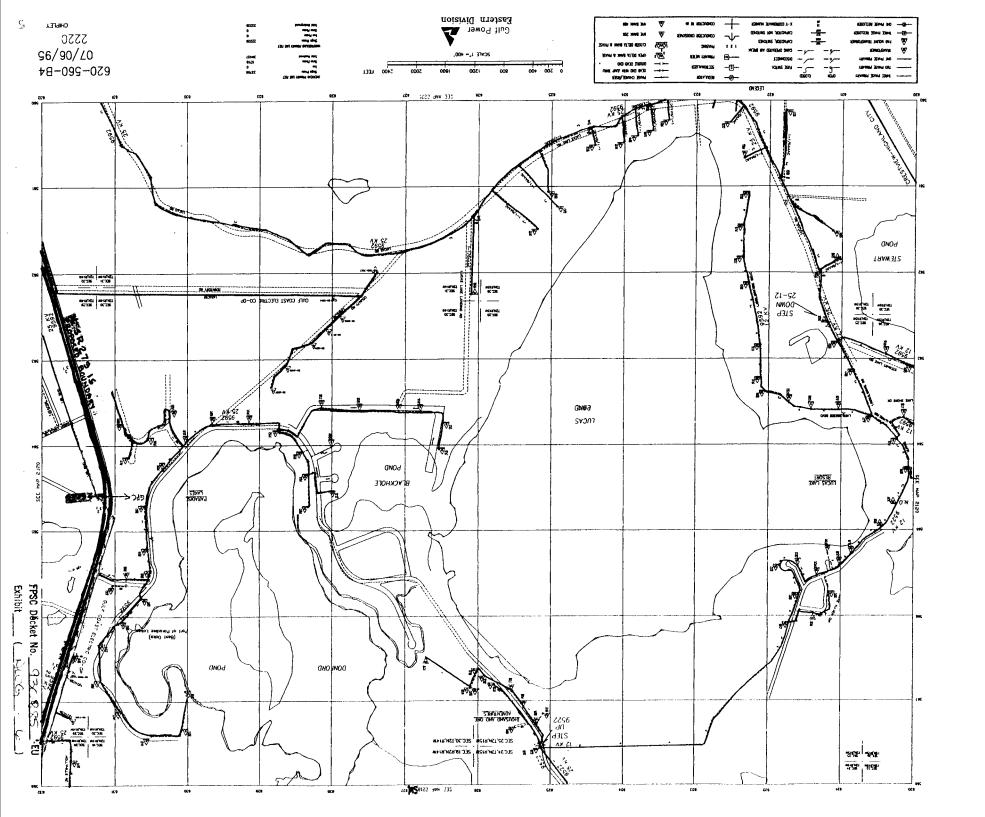
COMPOSITE EXHIBIT CONTAINING 24 MAPS

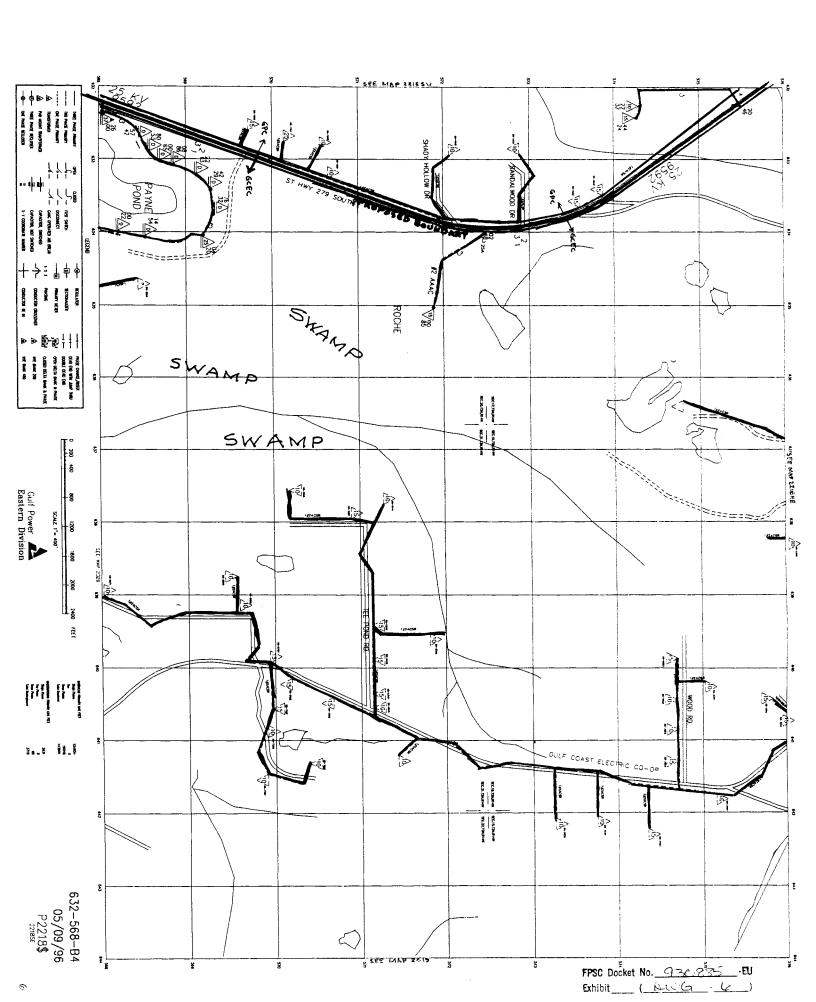
(WASHINGTON COUNTY)

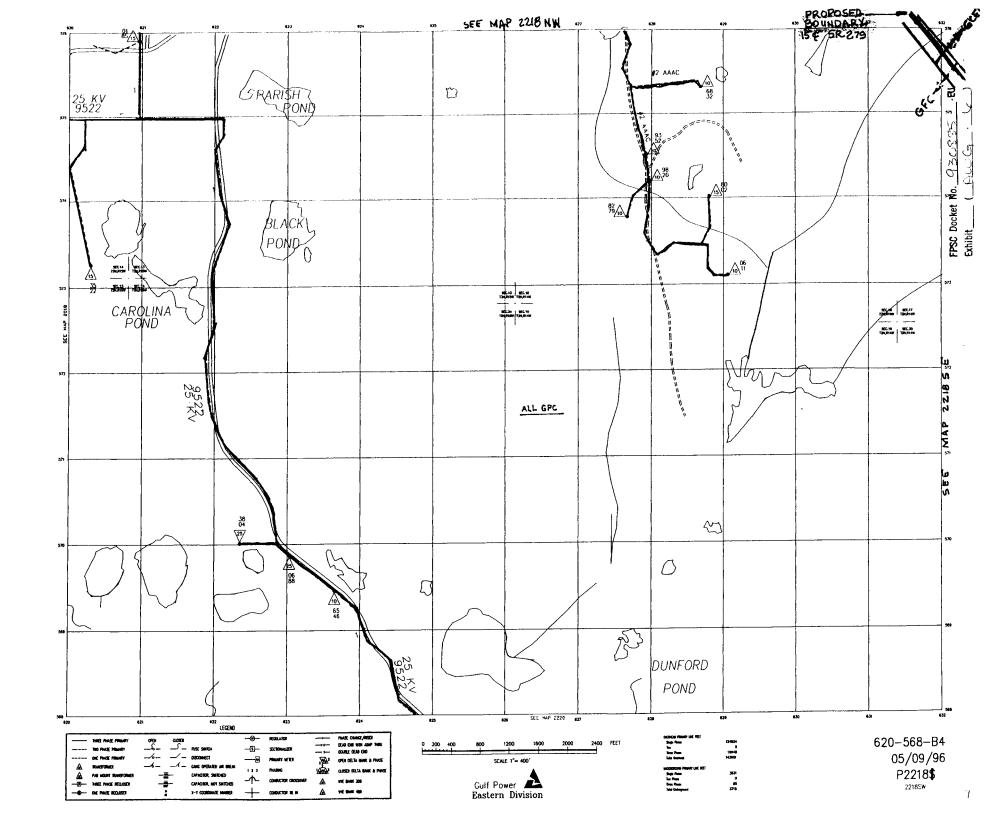




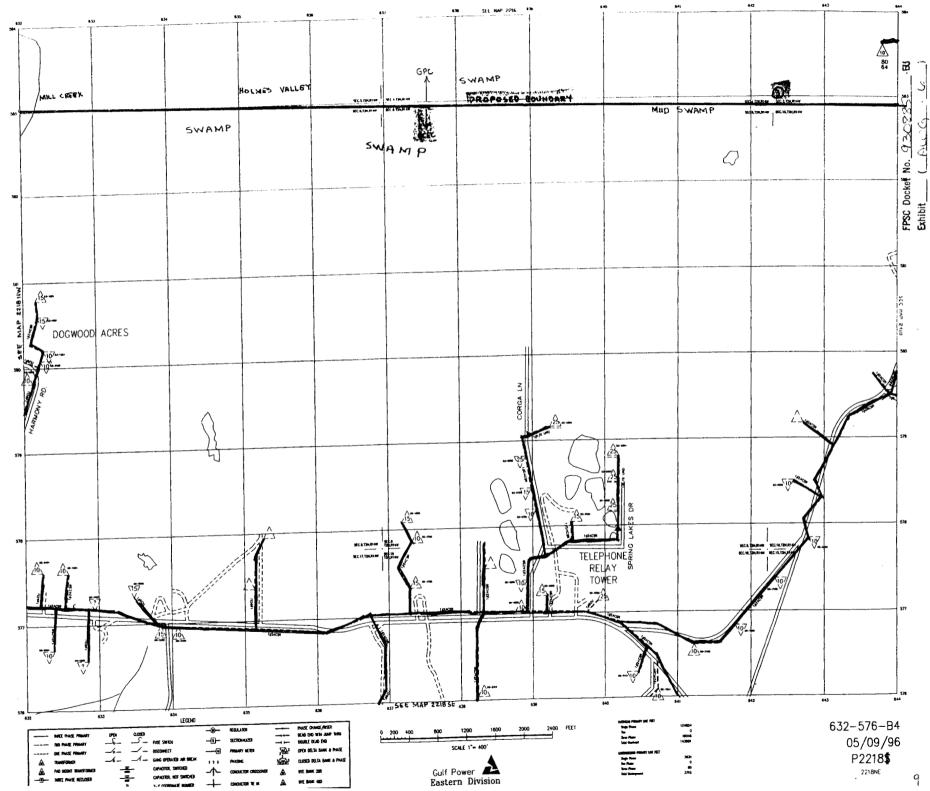


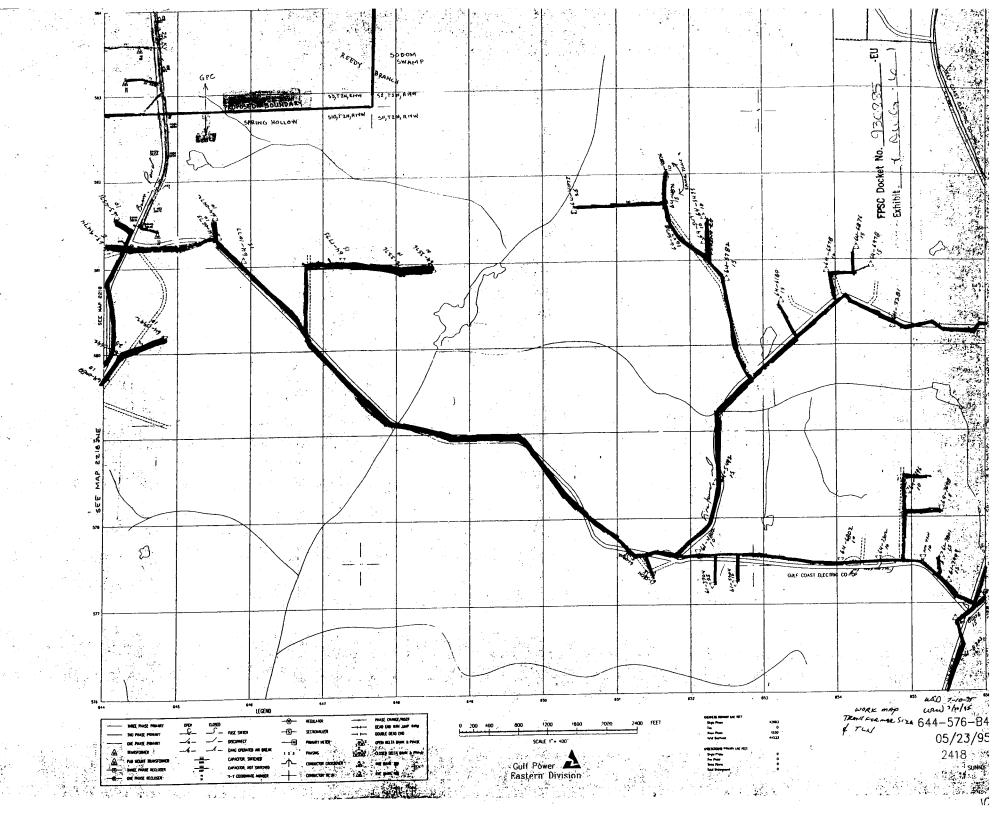


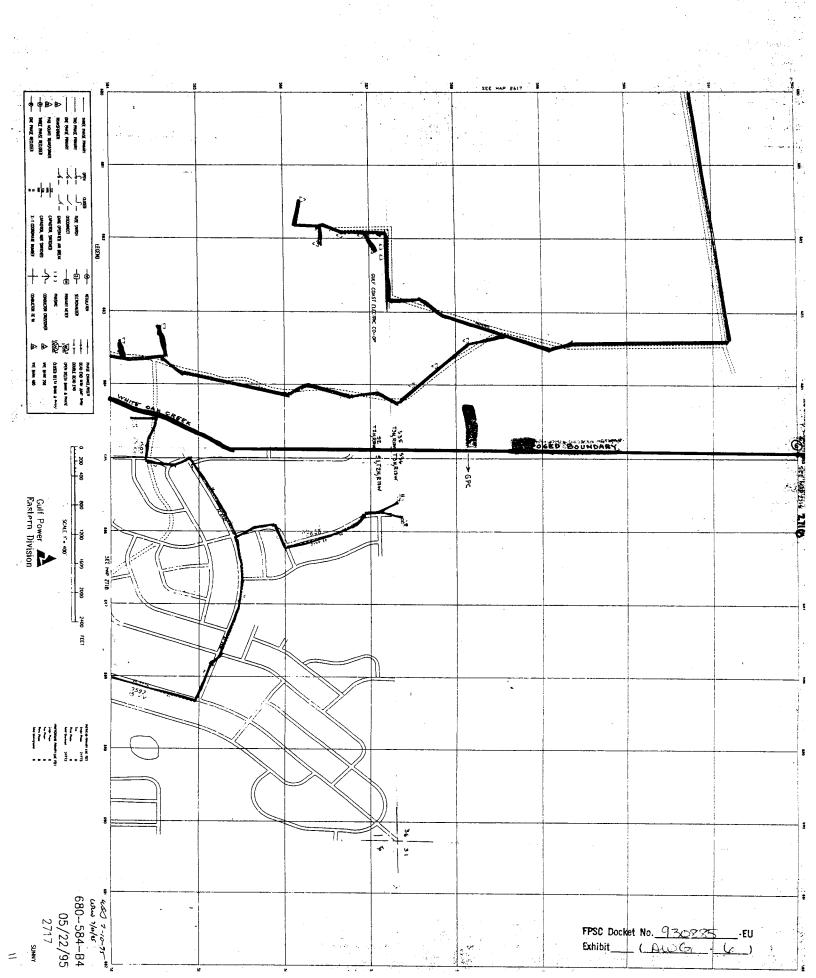


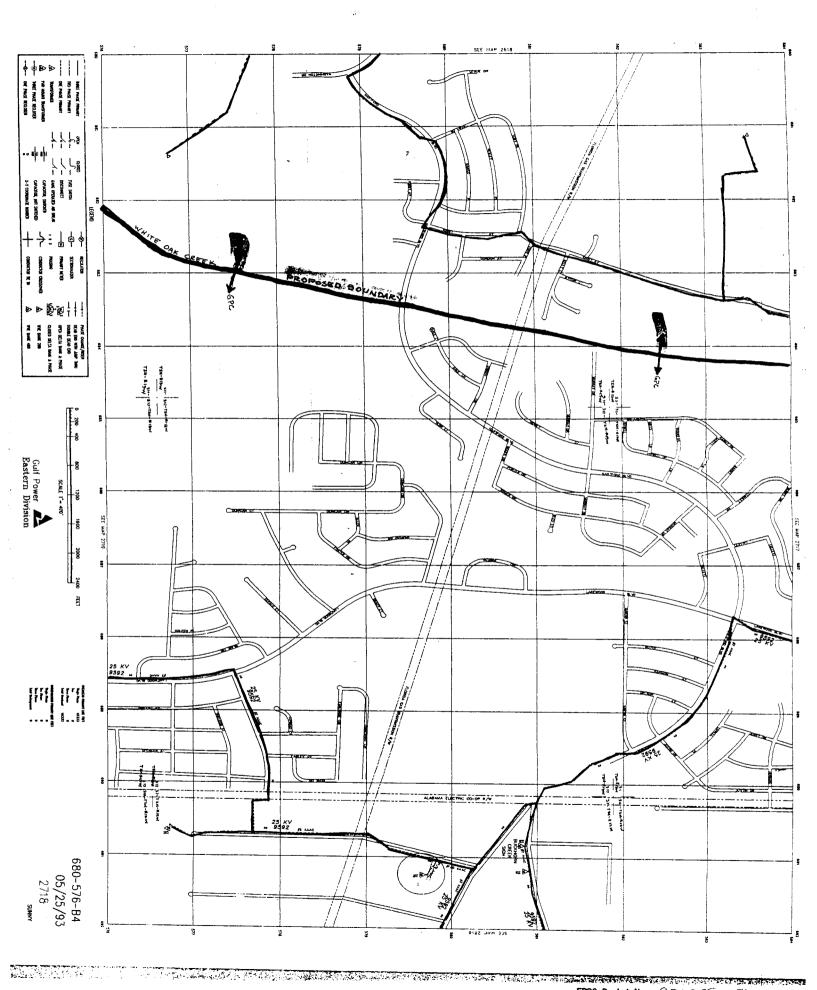


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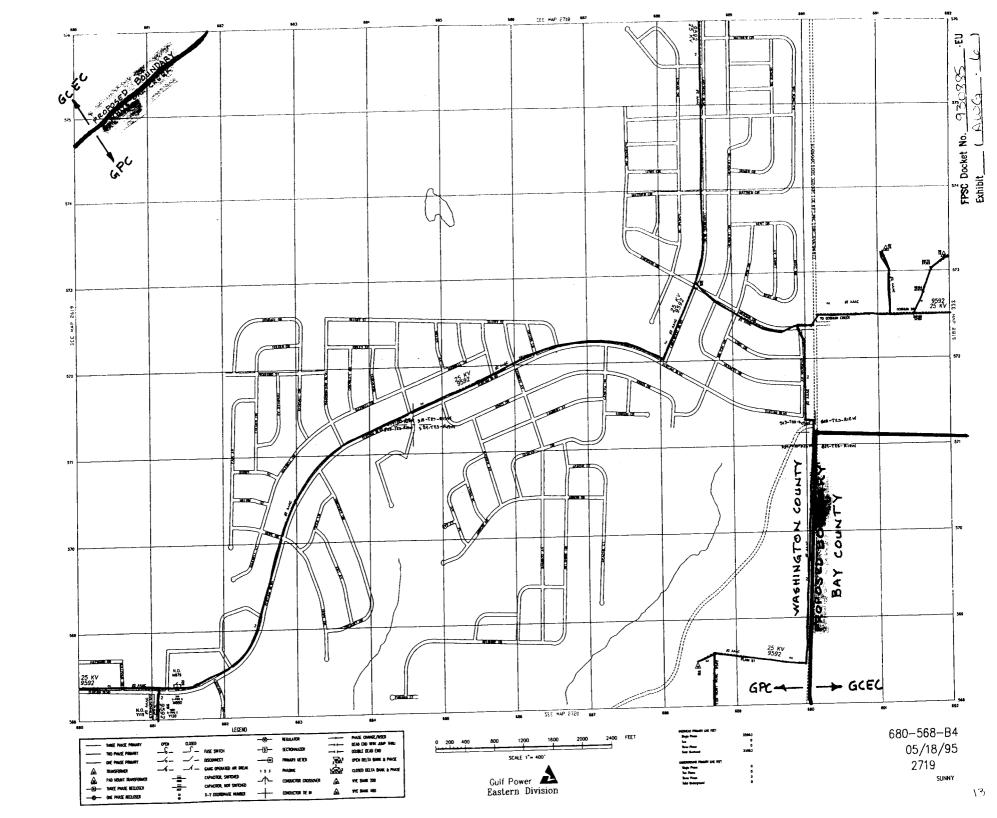


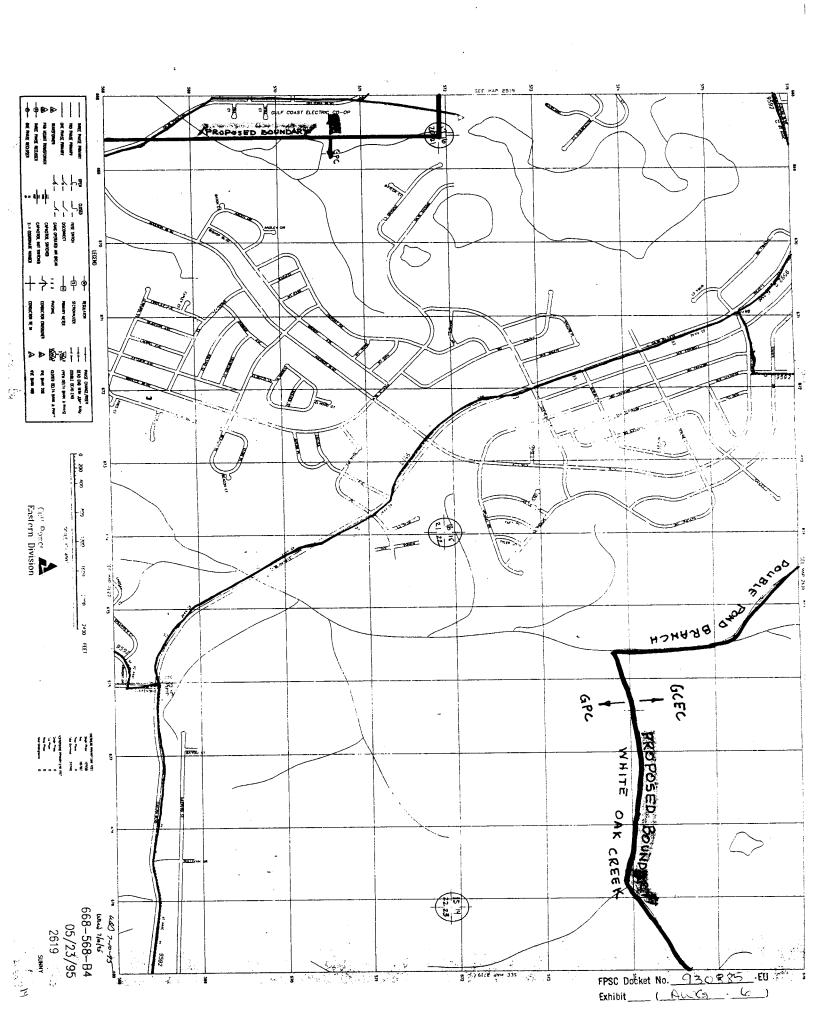


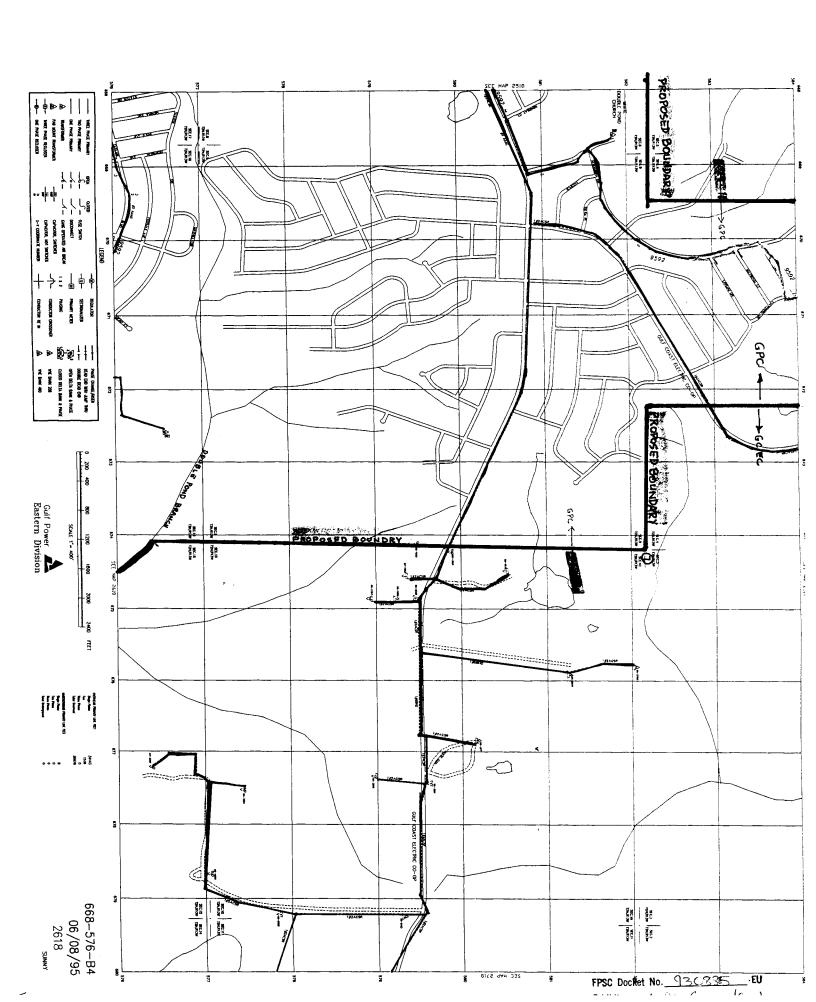


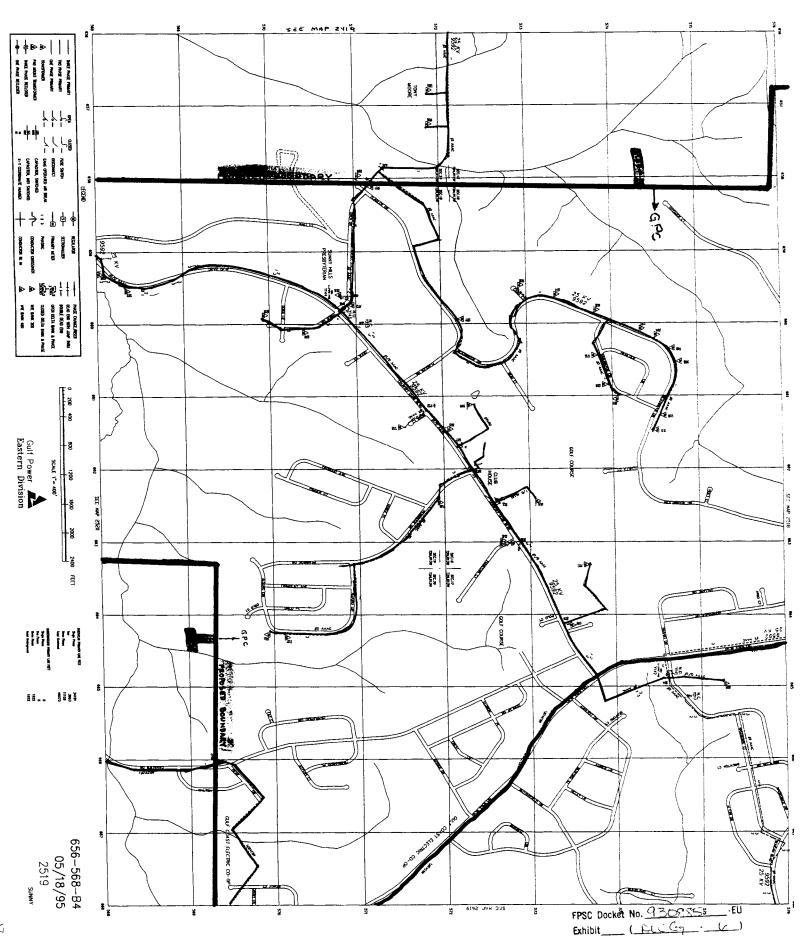


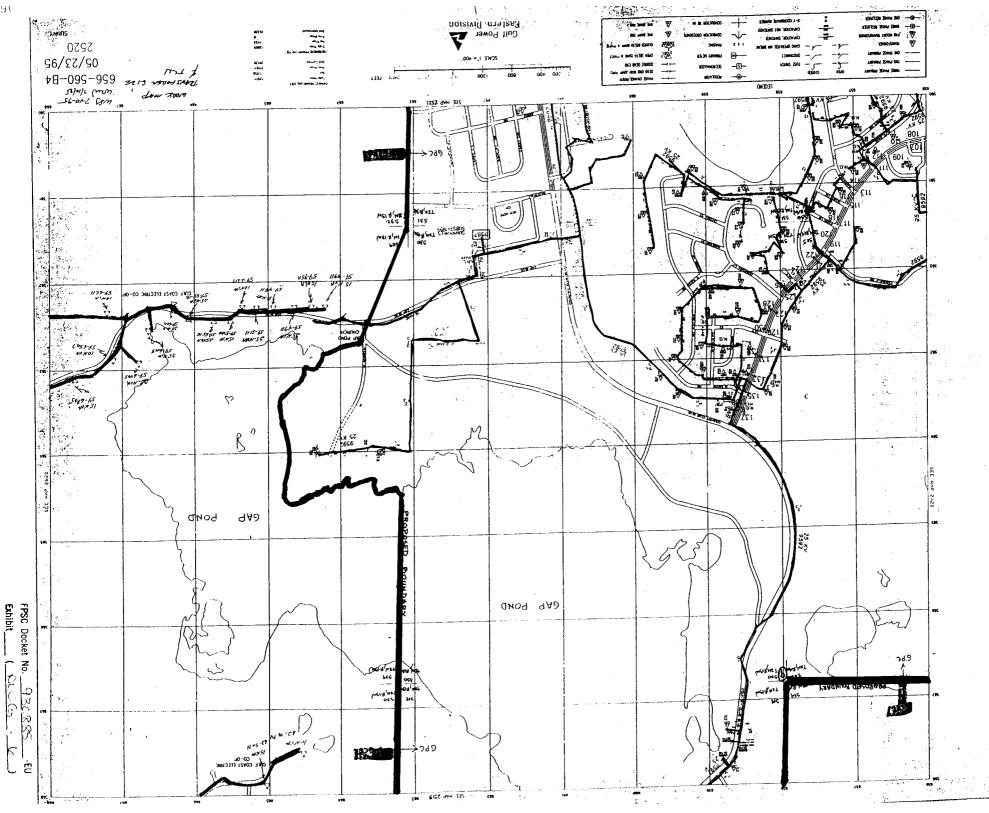
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Exhibit (2003 - (-)

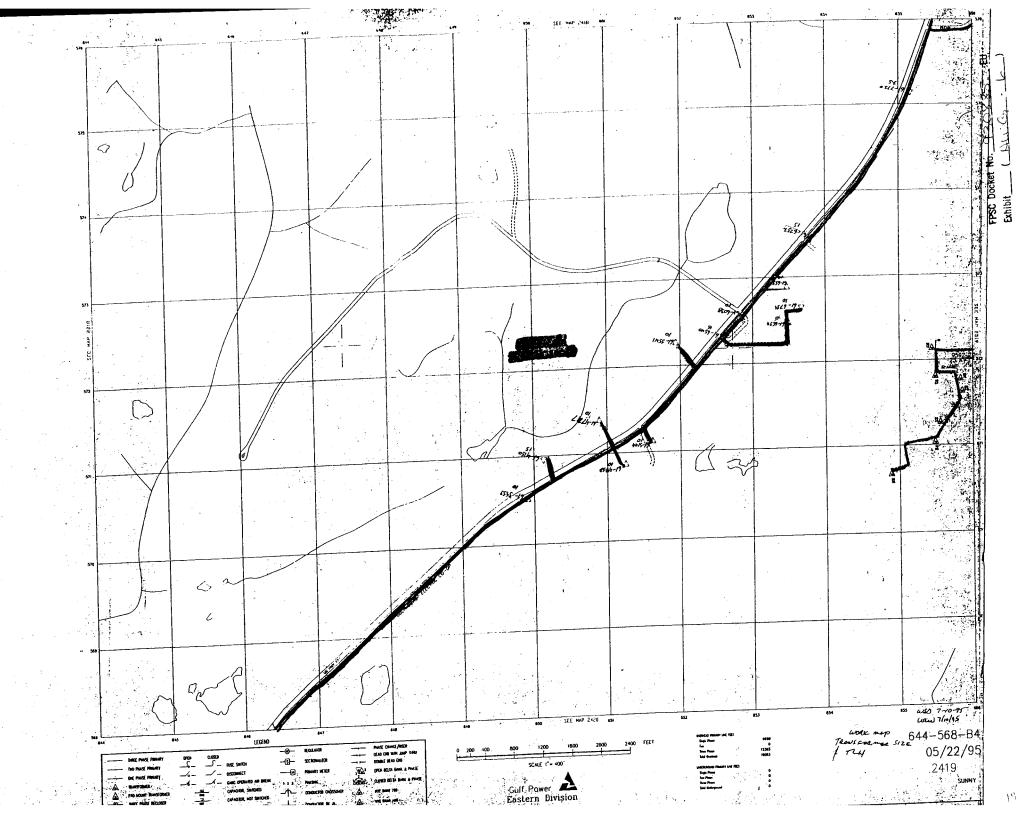


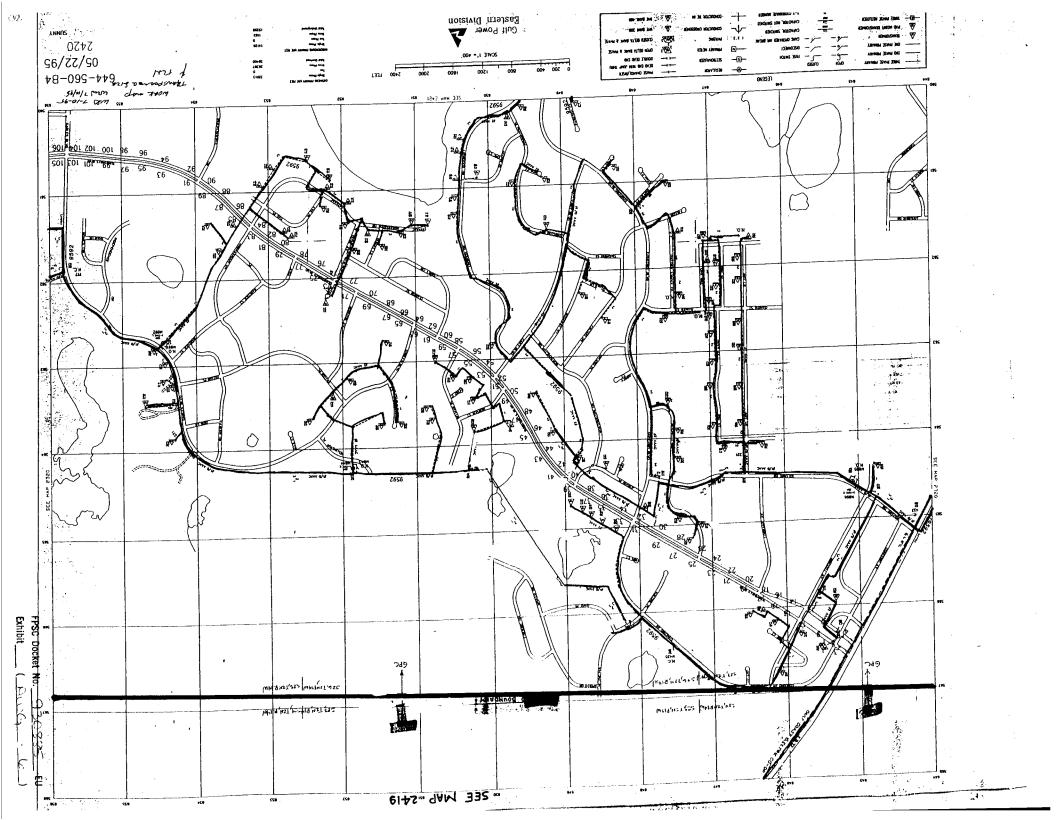


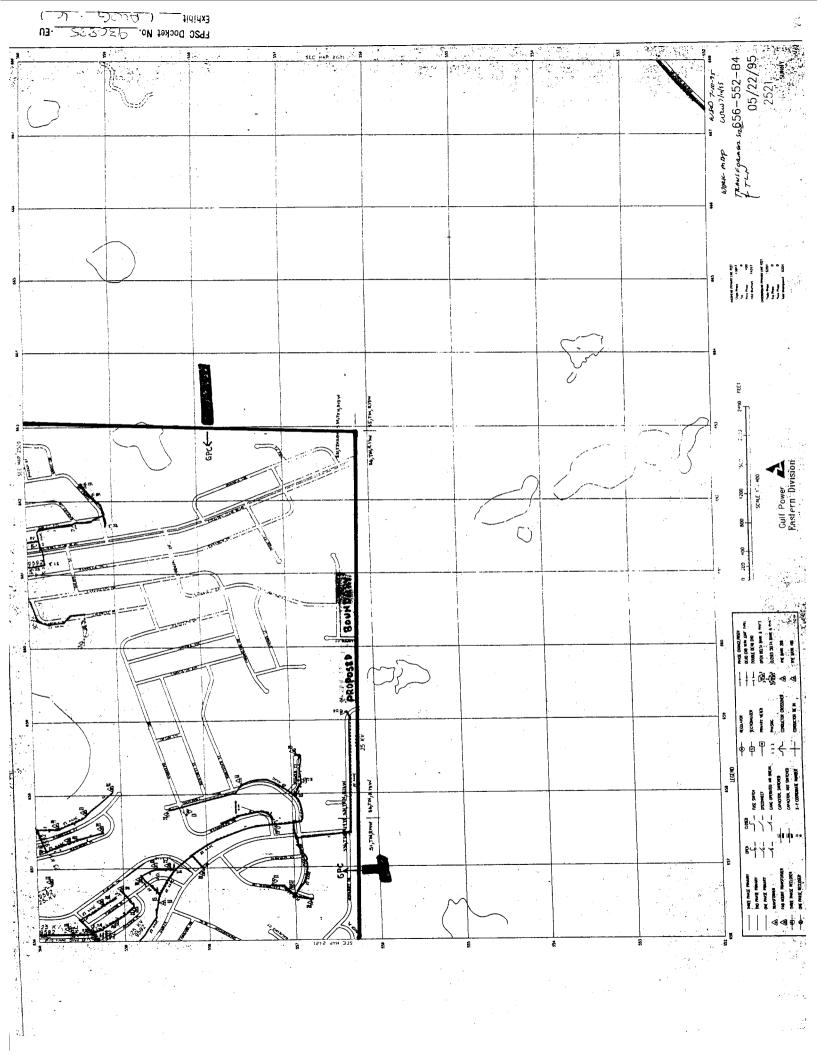


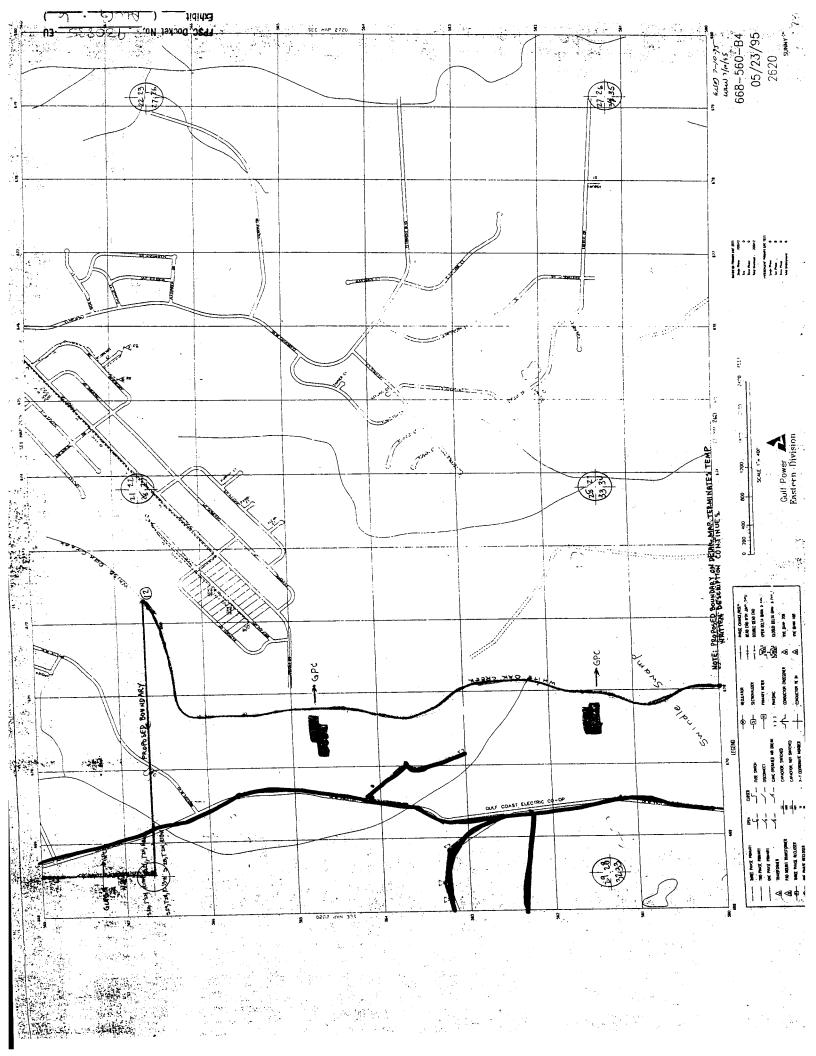












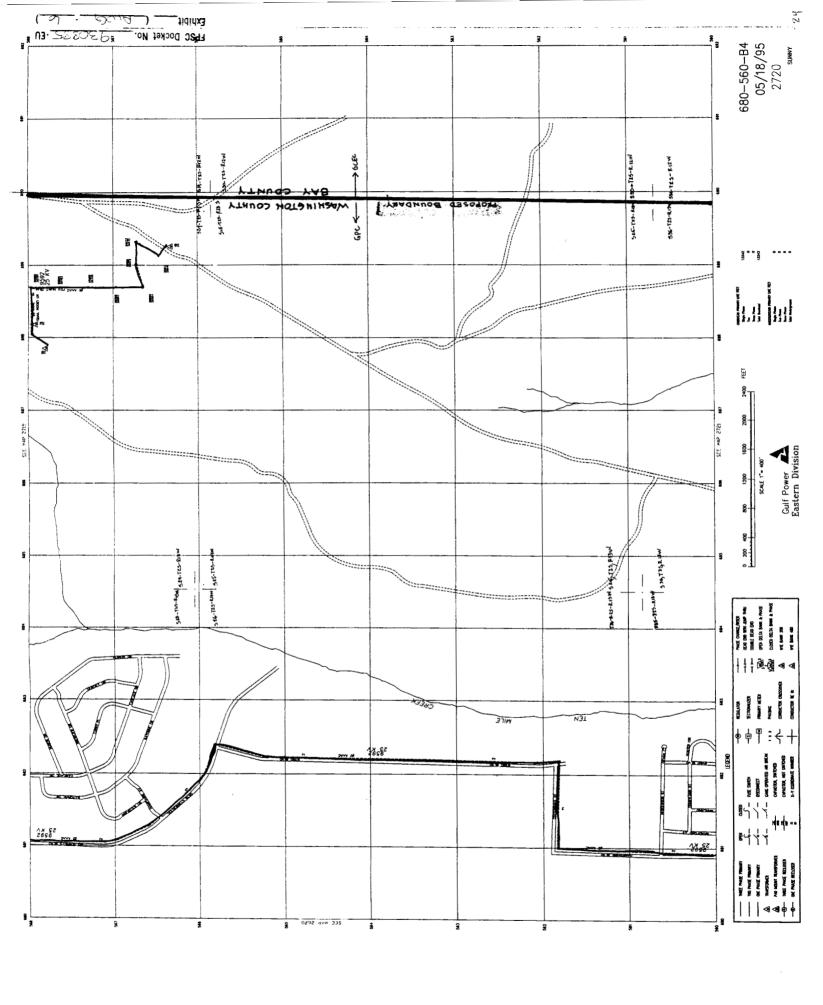


EXHIBIT \_\_\_\_\_(AWG - 7)

COMPOSITE EXHIBIT CONTAINING 8 PAGES

(WASHINGTON COUNTY)

Proposed Territorial Boundary between

Gulf Power Company and Gulf Coast Electric Cooperative in

Washington County, Florida Date: July 30, 1996 Revised Oct. 15, 1996

This revision is made to reflect GCEC service to the Washington County Correctional Institute per resolution of that conflict in accordance with judicial appeal and to indicate the location on certain maps approved by the PSC in this instance.

The described boundary is related to an associated State of Florida, Department of Transportation map of Washington County, Florida, (scale 1" = 1 mile) plus 24 large scale maps of the GPC and/or GCEC electrical distribution facilities (scale 1"=400') plus one set of 24 intermediate scale maps of the GPC and/or GCEC electrical distribution facilities (scale 1"=800' approximate).

The information associated herewith is intended to assist in avoidance of duplication of facilities, the comingling or intermingling of lines and the elimination and/or reduction of conflicts from the time of establishment of such a territorial boundary by the State of Florida, Public Service Commission and thence into the future.

The associated map of Washington County incorporates the following features.

1. A proposed boundary to be observed is set forth with an orange colored line.

- 2. Areas which are currently served by Gulf Power Company are set forth with blue colored facilities.
- 3. Areas which are currently served by Gulf Coast Electric Cooperative are set forth with red colored facilities.
- 4. Numerically identified points lying along the proposed territorial boundary are indicated by numbers written thereon.

These two facility colors (blue and red) are the same colors that have been adopted throughout all of the exchange of maps between the two parties, i.e. blue represents the reproduced color coded facilities of GPC while red represents the reproduced color coded facilities of GCEC.

### Proposed Territorial Boundary Description Washington County

Beginning at the northwest corner of Sec. 1, T 1 N. R 15 W in Washington County, Florida, said point of beginning being identified as lying near the northwest corner of Detail Map 2221 and being identified thereon as "POB"; thence east along the north line of Section 1, T 1 N, R 15 W; thence continue east along the north lines of Sections 6 and 5, T 1 N, R 14 W to the centerline of State Road 279, this point being numerically identified as point 1 and shown on Detail Map 2221;

Thence northerly along the centerline of State Road 279 through Detail Maps 2221, 2321, 2320, 2220, 2218SE, 2218SW, and 2218NW, to the north line of Section 7, T 2 N, R 14 W, this point being numerically identified as point 2 on Detail Map 2218NW.

Note: Detail Map 2322 attached in sequence 3 indicates no proposed boundary because all facilities on this map now belong to GCEC and is totally within the GCEC traditional service area.

Thence easterly along the north lines of Sections 7, 8, & 9 T 2 N, R 14 W to numerically identified point 3, which is the northwest corner of Section 10, T 2 N, R 14 W and located on Detail Hap 2218NE; thence departing from Detail Map 2218NE continue east along the north line of Section 10 to the northeast corner of Sec. 10, T 2 N, R 14 W as shown on Detail Map 2418; thence north along the west line of Section 2, T 2 N, R 14 W to a county road which

runs southwesterly out of Wausau Community, Florida, thence northeasterly along said county road from Wausau Community, Florida to the southwest corner of Wausau Community, Florida (these two prior calls are shown on Detail Maps 2417 and 2416, no copies available); thence easterly along the south line of Wausau Community to the east line of Section 36, T 3 N, R 14 W; thence south along the east line of Section 36 to numerically identified point 4, which is the southeast corner of Section 36 (as shown on Detail Maps 2516 and 2517, no copies available).

Thence east along the north lines of Sections 6 and 5, T 2 N, R 13 W to the northeast corner of Section 5 (this call shown on Detail Maps 2517 and 2617, no copies available); thence north along the west line of Section 33 approximately 1/2 mile to a county road running southeasterly; thence southeasterly along said county road approximately 3/8 miles to a bridge and creek; thence departing from county road at bridge go northeasterly to the northeast corner of Section 33, T 3 N, R 13 W, which is numerically identified as point 5 and would be shown on Detail Map 2616 (no copy available);

Thence east along the north lines of Sections 34 and 35 to the northeast corner of Section 35, T 3 H, R 13 W which is numerically identified as point 6 and as would be shown on Detail Map 2716 (no copy available);

Thence south along the east line of Section 35 to Detail Map 2717 and continue to the southeast corner of Section 35; thence

south along the west line of Section 34, T 2 N, R 13 W a distance of approximately 1900 feet to White Oak Creek; thence departing from the section line go southerly and southwesterly along and with the downstream flowage of White Oak Creek through Sections 2, 11, 14 and a portion of Section 15 (all in T 2 N, R 13 W) to the approximate center of Section 15 where White Oak Creek joins the flowage of Double Pond Branch (the previous call lies in Detail Maps 2718, 2719 and 2619); thence northwesterly along Double Pond Branch to the south line of Map 2618 and continue northwesterly to the west line of Section 15; thence departing from Double Pond Branch go north along the west lines of Sections 15 and 10 to the northwest corner of Section 10, T 2 N, R 13 W, which is numerically identified as point 7 as shown on Detail Map 2618;

Thence west along the south line of Section 4, T 2 N, R 13 W to the east line of the NW 1/4 of the SE 1/4 of Section 4; thence north, west and south around the lines of the W 1/4 of the SE 1/4 and the East 3/4 of the SW 1/4 of Section 4 to the south line of Section 4; thence west to the southeast corner of Section 5, T 2 N, R 13 W; thence west along the south lines of Sections 5 and 6 to the quarter corner on the south line of Section 6, which is numerically identified as point 8 and lies on Detail Map 2518;

Thence south along the east boundary of the west 1/2 of Section 7 to the center of Section 7; thence west along the south line of the NW 1/4 of Section 7 a distance of 660 feet; thence

south to the south line of Section 7; thence west along the south line of Section 7 to the northeast corner of Section 13, T 2 N, R 14 W; thence west, south and east around the north, west and south boundaries of the NE 1/4 of NE 1/4 of Section 13, as shown on Detail Map 2518; thence south along the east lines of Sections 13 and 24, T 2 N, R 14 W to the southeast corner of Section 24, which is numerically identified as point 9 and which falls off sheet of Detail Map 2519 and upon Detail Map 2520;

Thence west along the south lines of Sections 24, 23 and 22, T 2 N, R 14 W across Detail Map 2420 to the southwest corner of Section 22, which is numerically identified as point 10 and lies on Detail Map 2320;

Thence south along the east lines of Sections 28 and 33. T  $^2$  N, R  $^14$  W to the northwest corner of Section 3, T  $^1$  N, R  $^14$  W, which is numerically identified as point  $^11$  and lies on Detail Map  $^2321$ :

Thence east along the north line of Section 3 approximately 1/2 mile to the quarter corner on the north line; thence south approximately 1/2 mile to the center of Section 3; thence east approximately 1/2 mile to the quarter corner on the east line of Section 3; thence north approximately 1/4 mile to the southwest corner of the north one-half of the north one-half of Section 2, T 1 N, R 14 W; thence east approximately one mile to the southeast corner of the north one-half of the north one-half of Section 2, T

1 N, R 14 W; thence north approximately 1/4 mile to the northeast corner of Section 2 as lies in Detail Map 2421; thence east approximately one mile along the north line of Section 1 to the northeast corner of Section 1, T 1 N, R 14 W; thence east approximately one mile along the north line of Section 6 to the northeast corner of Section 6, T 1 N, R 13 W as lies in Detail Map 2521; thence northerly along the west line of Section 32, T 2 N, R 13 W to the northeast corner of Section 32: thence northeasterly in Section 29, T 2 N, R 13 W to the waters of Gap Pond (this call passing to the West of the Gap Pond Church and the Catholic Cemetery, which are members of GCEC; thence meandering northerly and westerly with the lake around the boat basin and to the east side thereof; thence northerly along the projected west line of Sections 29 and 20 as lies in Detail Map 2520 to the northwest corner of Section 20, T 2 N, R 13 W; thence east along the north line of Section 20 to the northeast corner of Section 20; thence south along the east line of Section 20 to the southeast corner of Section 20; thence east along the north line of Section 28, T 2 N, R 13 W to it's intersection with White Oak Creek, which is numerically identified as point 12 as shown on Detail Map 2620;

Thence southerly along the thread of White Oak Creek through the centers of Sections 28 and 33, T 2 N, R 13 W to Swindle Swamp and thence southeasterly across the northeast one-quarter of Section 4, T 1 N, R 13 W to the waters of Porter Lake as would be

shown on Detail Map 2621 (no copy available); thence southwesterly through the waters of Porter Lake to an intersection with the projection of the south line of Section 9, T 1 N., R 13 W, which is numerically identified as point 13 as would be shown on Detail Map 2622 (no copy available);

Thence east along the north lines of Sections 16 and 15 to the northeast corner of Section 15, T 1 N, R 13 W; thence to thread of Econfina Creek, which is numerically identified as point 14 as would be shown on Detail Map 2722 (no copy available);

Thence northeasterly along the thread of Econfina Creek to it's crossing with the Bay-Washington County line, which is numerically identified as point 15 as would be shown on Detail Map 2721 (no copy available);

Thence south along the Bay-Washington County line approximately six miles to the southeast corner of Section 36, T 1 H, R 13 W, which is numerically identified as point 16 (no Detail Hap available);

Thence returning to numerically identified point 15 go north approximately three miles to the northwest corner of Section 19, T 2 N, R 12 W; thence east three miles to the northeast corner of Section 22, T 2 N, R 12 W to numerically identified point 17 no Detail Map available).

EXHIBIT	(AWG -	8)

COMPOSITE EXHIBIT CONTAINING 41 PAGES

#### BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ΙU

In Re: Petition to resolve	)			
territorial dispute with Gulf	)	Docket No.	930885-EU	
Coast Electrical Cooperative,	)	Date Filed:	August 12,	1996
Inc. by Gulf Power Company.	)		_	
	)			

### RESPONSE TO STAFF REQUEST FOR INFORMATION (1-6) DATED MAY 24, 1996

Gulf Coast Electric Cooperative, Inc. (Gulf Coast), by and through its undersigned attorney, hereby submits the attached answers to request for information numbers one through six of the May 24, 1996 memorandum from Roberta S. Bass.

Respectfully submitted this 12th day of August, 1996.

LAW OFFICES
J. PATRICK FLOYD, P.A.
408 Long Avenue
P. O. Box 950
Port St. Joe, FL 32456
904-227-7413
ATTORNEY FOR GULF COAST
ELECTRIC COOPERATIVE, INC.

By:

/ PATRICK FLOYD

FLORIDA BAR NO. 257001

TO

#### Additional Discovery Information

 Identification of the number of customers, energy sales, and demand by customer class on an annual basis for the most recent five year period in the map areas tentatively identified in staff request for maps and information dated May 24, 1996

#### RESIDENTIAL

Year	No. Of Customers	Energy Sales (KWH)	Demand (KW)
1991	813	9,188,109	25,360
1992	955	11,057,863	29,469
1993	1,026	12,669,355	33,954
1994	1,117	13,321,685	36,827
1995	1,180	15,003,410	42,429

#### **COMMERCIAL**

Year	No. Of Customers	Energy Sales (KWH)	Demand (KW)
1991	45	483,991	1,404
1992	54	536,544	1,666
1993	53	503,367	1,754
1994	61	670,587	2,011
1995	59	710,238	2,121

#### TOTAL

Year	No. Of Customers	Energy Sales (KWH)	Demand (KW)
1991	858	9,672,100	26,764
1992	1,009	11,594,407	31,135
1993	3 1,079	13,172,722	35,708
1994	1,178	13,992,272	38,838
199	5 1,239	15,713,648	44,550

#### Additional Discovery Information

2. Estimate of the number of customers, energy sales, and demand by customer class on an annual basis for the next five years in the map areas tentatively identified in staff request for maps and information dated May 24, 1998

#### RESIDENTIAL

Year	No. Of Customers	Energy Sales (KWH)	Demand (KW)
1996	1,250	15,711,408	45,804
1997	1,310	17,161,041	48,852
1998	1,370	18,555,058	51,633
1999	1,427	19,939,500	54,291
2000	1,480	21,294,239	56,476

#### COMMERCIAL

Year	No. Of Customers	Energy Sales (KWH)	Demand (KW)
1996	5 59	740,328	2,158
1997	60	808,635	2,302
1998	61	874,322	2,433
1999	62	939,558	2,558
2000	63	1,003,393	2,661

#### TOTAL

Year	No. Of Customers	Energy Sales (KWH)	Demand (K <b>W</b> )
1996	1,309	16,451,736	47,962
1997	1,370	17,969,676	51,154
1998	1.431	19,429,380	54,066
1999	1,489	20,879,058	56,849
2000	1,543	22,297,632	59,137

#### Additional Discovery Information

- 3. Description and itemization of the net book value (current replacement cost minus depreciation at 30-year straight line depreciation rates) of existing and new facilities that are to be added within the next five years in the map areas tentatively identified in staff request for maps and information dated May 24, 1996:
  - (a) Transmission facilities:

Existing transmission facilities:

\$11,876,432

New transmission facilities:

No new facilities are scheduled for this area within the next five (5) years.

TO

(b) Distribution facilities:

Existing distribution facilities

Distribution line 136.16 miles

\$ 1,343,725

Existing distribution facilities plus next 5 years additions

Distribution line 169.61 miles

\$ 1,673,280

(c) Distribution service facilities:

Existing distribution service facilities

Customer services 1239

\$ 571,708

Existing distribution service facilities plus next 5 years additions

Customer services 1543

712,492

(d) Customer service facilities

Existing Southport District office, land, warehouse, shop, material handling, security, paving, furnishings, fixtures, etc. allocated to the referenced area

116,150

No new customer service facilities are anticipated within 5 years.

(e) Generation or purchased power needed to serve the referenced area for the next ten (10) years.

Capacity and energy required by Gulf Coast Electric Cooperative to serve customers in the referenced areas are provided by Alabama Electric Cooperative, Inc. under an exclusive wholesale power supply contract arrangement. Based upon the current average consumption for the Gulf Coast consumers in the disputed areas and projected increased consumption by those consumers, the following generation or purchased power requirements are estimated as necessary to provide service to Gulf Coast's consumers in the disputed areas for each of the next ten (10) years.

	Demand (MW)	Energy (GWh)
1996	6.51	27.21
1997	6.85	28.64
1998	7.12	29.76
1999	7.36	30.79
2000	7.58	31.71
2001	7.80	32.62
2002	8.01	33.49
2003	8.20	34.29
2004	8.44	35.28
2005	8.68	36.30
2006	8.91	37.28

#### Additional Discovery Information

4. Summarization of customer complaints in both counties that the referenced map areas are located within for the past five (5) years. The summary should include the date of the complaint and any recurring complaints of a similar nature by the same complainant; the location and nature of the complaint; and the corrective action taken by the company. The name of the complainant need not be specified.

Attached is a list of customer inquiries and service requests in both counties that the referenced map areas are located within for the five year period. Of these, only those highlighted were considered to be complaints verified as service problems related to the utility.

PROBLEM: Experiencing Radio interference.

Complaint Date: 11/12/1990

Location: 12-9606

REPORTING YEAR: 1990

ΙU COMPLAINT TYPE : COMPLAINT TYPE : BAY COUNTY is off. Consumer PROBLEM: Complaint Date: 12/17/1990 says meter still spins fast when the main breaker METER CHECK OTHER Location: 1984709 NUMBER OF CASES: 1 NUMBER OF CASES:

Date of Work: 12/18/1990

When I turned all of the breakers off, the meter stopped. Consumer said she only turned off the breaker inside the FINDING/ACTION: trailer.

Date of Work: 11/21/1990

Complaint Date: 11/19/1990

Location: 06-1196

Arcing at transformer.

The voltage is 120-240. Changed neutral connector at the transformer. No one home. FINDING/ACTION:

Date of Work: 12/11/1990

COMPLAINT TYPE : RADIO INTERFERENCE

NUMBER OF CASES:

A jack barrel on the pole was not closed good. Pulled jack and reclosed it. FINDING/ACTION:

12:11	ı
1936	)
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5	,

;	Date of Work: 07/23/1990
Complaint Date: 07/23/1990 Location: 31-5834	Date of Work. 0//23/1990
PROBLEM: Requested we check the meter connections, behind the meter and the breaker box. It was getting hot and looked like the wire might be melted.	FINDING/ACTION: We found a loose connection in the meter base and breaker box
Complaint Date: 02/21/1990 Location: 20B0171	Date of Work: 02/26/1990
PROBLEM: Requested we set a Voltage Recorder. When the air conditioner comes on the lights go dim.	FINDING/ACTION: Found no ground wire hooked up in consumer's main service panel. Told the lady to purchase some screws to replace the ones missing and fix the box, then call again if she was still having trouble.
.,,	
Complaint Date: 09/17/1990 Location: 22-1525	Date of Work: 09/17/1990
PROBLEM: Consumer said lights were blinking. Suffered burnt appliances: 2 fans, 1 TV and 1 microwave.	FINDING/ACTION: It turned out to be a consumer problem. The meter base was vercorroded. I told consumer he needed to change the meter base asap. He still wanted the meter reset inspite of what had already burnt up.
Complaint Date: 07/17/1990 Location: 06-4632	Date of Work: 07/17/1990
PROBLEM: Lights dim and then get bright. TV messed up, repairman told her it was a voltage problem.	FINDING/ACTION: Found a loose neutral in the meter base and also one wall plug was bad. Fixed neutral in meter base and advised consumer to change wall plug.

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CONSUMER COMPLAINT REPORT REPORTING YEAR: 1990

BAY COUNTY COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: Complaint Date: 09/13/1990 Location: 11-0406 Date of Work: 09/14/1990 FINDING/ACTION: PROBLEM: Checked everything on our side. Found nothing wrong. So we Lights go dim and then bright. checked inside the trailer. Found loose wire inside breaker box and had a burnt wire in trailer. The TV wouldn't work when the fan was on. It is the wire inside of the trailer causing Complaint Date: 01/05/1990 Location: 26-3961 Date of Work: 01/05/1990 PROBLEM: FINDING/ACTION: When heaters come on, lights go dim. Also for no reason they Neutral in the meter base was never hooked up. Made neutral up get bright and dim. in meter base. Complaint Date: 02/15/1990 Location: 30A2855 Date of Work: 02/15/1990 PROBLEM: FINDING/ACTION: Power Surges-goes very dim then bright and appliances won't Reworked the transformer, neutral in the meter base was not hardly work. hooked up. Made neutral up in meter base. Complaint Date: 02/01/1990 Location: 29A7114 Date of Work: 02/01/1990 The frame came are an expension of the second PROBLEM: FINDING/ACTION: Refrigerator messed up. TV. etc. Neutral in 60 amp meter base burnt up. Advised consumer to change out meter base.

Only half the house has power.

Date of Work: 06/29/1990

FINDING/ACTION:

problems.

FINDING/ACTION: We found a limb on the line and removed it. Found no other

Advised consumer to check his side of the service.

Checked from the pole to the meter and set the Voltage Recorder as per consumer requested. Could find no problem on our side.

FINDING/ACTION:

Date of Work: 09/06/1990

Date of Work: 10/03/1990

Complaint Date: 03/26/1990 Location: 36-1430 FINDING/ACTION:

PROBLEM: A tree fell on the lines between his house and the lift

pole. He hasn't pulled them down and it has the wires sagging.

SPLAINT TYPE : RIGHT OF WAY

JASHINGTON COUNTY

NUMBER OF CASES: 1

Date of Work: 03/27/1990

We found the limb was on the phone line. We cut them out and

advised he call the telephone company.

IMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 7

Complaint Date: 09/04/1990 Location: 64-7547

PROBLEM:

Consumer requests a 24 hour Voltage Check. The wells are burning up as if they don't receive enough electricity.

Complaint Date: 10/03/1990 Location: 44-5450

PROBLEM:

Consumer heard a loud boom and the lights were blinking on and off.

Complaint Date: 06/29/1990 Location: 51-8818

PROBLEM:

We found that this was a consumer problem.

#### CONSUMER COMPLAINT REPORT REPORTING YEAR: 1990

WASHINGTON COUNTY	
OMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 7	
Complaint Date: 03/12/1990 Location: 44~9527	Date of Work: 03/13/1990
PROBLEM: Consumer said he was experiencing low voltage.	FINDING/ACTION: Found no problem on our side of the meter. Advised consumer to check his side.
Complaint Date: 06/04/1990 Location: 54-2814	Date of Work: 06/04/1990
PROBLEM: Consumer claimed he was experiencing power surges and dimming problems and asked us to check it out.	FINDING/ACTION: We found no problems on our side. The consumer's meter base wa the cause of the problem.
Complaint Date: 10/03/1990 Location: 44-2871	Date of Work: 10/03/1990
PROBLEM: Consumer said lights were going on and off a lot.	FINDING/ACTION: We found a limb on the line and removed it. Everything else checked out OK.
Complaint Date: 08/03/1990 Location: 6-40-6490	Date of Work: 08/06/1990
PROBLEM: Lights dim real bad since they installed an air conditioner	FINDING/ACTION: Transformer was too small, changed 10 KVA to 25 KVA.

COUNTY

AINT TYPE : METER CHECK

NUMBER OF CASES: 1

mplaint Date: 09/25/1991 Location: 20C4113

Date of Work: 09/25/1991

OBLEM:

cing at meter box.

FINDING/ACTION:

Checked connections in meter base. Everything is OK.

AINT TYPE : RADIO INTERFERENCE

NUMBER OF CASES: 1

implaint Date: 11/05/1991 Location: 12-9110

Date of Work: 11/07/1991

:OBLEM:

idio Interference.

FINDING/ACTION:

Checked his transformer--everything is OK. No one at home.

# CONSUMER COMPLAINT REPORT

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# CONSUMER COMPLAINT REPORT

1996	12:14	FROM				TO			135	23726656	3	P.16
PROBLEM: Partial outage.	plaint Date: 08	PROBLEM: Power was off yesterday due to storm have power surges.	Complaint Date: 04/09/1991 Location: 44-8512	en making noise and lights bli	Complaint Date: 12/06/1991 Location: 59-5410	PROBLEM: Has only partial power. Not enough electricity coming in for stove to get hot.	Complaint Date: 08/19/1991 Location: 54-3106	MPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 4		PROBLEM: Lightning struck meter box and now meter slows and speeds up. Also, wire to weatherhead is burnt.	Complaint Date: 08/08/1991 Location: 37-0403	APLAINT TYPE : METER CHECK NUMBER OF CASES: 1
FINDING/ACTION: Our side was OK. Consumer had a problem inside and we talked to him about it.	Pate of Work: 08/26/1991	FINDING/ACTION: Changed lightning arrestor and fixed SYL.	Date of Work: 04/09/1991	ING/ACTION umer at ho sformer. N	<pre>Date of Work: 12/06/1991</pre>	FINDING/ACTION: Consumer problem fuse holder is bad.	Date of Work: 08/19/1991			FINDING/ACTION: Service was bad and we changed it out.	Date of Work: 08/08/1991	

CONSUMER COMPLAINT REPORT REPORTING YEAR: 1992

IMPLAINT TYPE BAY COUNTY LIGHTHING PROBLEM

Complaint Oate: 08/12/1992 Location: 14-5171

NUMBER OF CASES:

PROBLEM:

pressure cooker on stove Lost stove, pump, VCR, clock to lightning. Blew hole in

Date of Work: 08/17/1992

Added lightning span. FINDING/ACTION:

NUMBER OF CASES: Δ

DMPLAINT TYPE

METER CHECK

Complaint Date: 10/16/1992 Location: 13-0316

Consumer is 82 years old. Please change and test meter. Consumer doesn't believe his bill is correct. PROBLEM:

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Date of Work: 10/16/1992

Conducted a meter FINDING/ACTION: test and provided consumer with a copy.

Complaint Date: 04/27/1992 Location: 11-9296

FINDING/ACTION: We exchanged the meter.

Date of Work: 04/28/1992

Meter making humming consumer). Check and PROBLEM: noise, change appears to have stopped (per if you think necessary.

Date of Work: 07/13/1992

Complaint Date: 07/13/1992 Location: 11-4421

We did a meter test and provided a copy to FINDING/ACTION: the consumer.

PROBLEM: Consumer says meter ı. jumping numbers.

Page

9

COMPLAINT TYPE : OTHER

Complaint Date: 05/22/1992

Location: 1686085

NUMBER OF CASES: 1

P.18

CONSUMER COMPLAINT REPORT

COMPLAINT TYPE : BAY COUNTY METER CHECK

Complaint Date: 02/14/1992

Location: 30A8651

High bill.

NUMBER OF CASES:

Date of Work: 02/14/1992

FINDING/ACTION:

this to the cons. but she didn't understand. Told her to have her son call me & I would go back & show him the problem. He hasn't called as of 2/18/92.

Bad wire going inside of house feeding box in house. I showed

Date of Work: 06/03/1992

FINDING/ACTION: Added lift pole.

and wants to be home.

Wire pulling pole over. If possible come on Friday. He works PROBLEM:

Page 10

OMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 10 Date of Work: 09/22/1992 Complaint Date: 09/21/1992 Location: 25-8286 1352372885 FINDING/ACTION: PROBLEM: 25 KVA #2 service 122-40. 3 consumers off transformer. Voltage Power goes on and off pretty often. is OK. All is OK on our side. Date of Work: 09/02/1992 Complaint Date: 09/01/1992 Location: 26B3888 FINDING/ACTION: PROBLEM: Retired a 10 KVA and put up a 15 KVA. Lights blink when air conditioner comes on. Date of Work: 12/29/1992 Complaint Date: 12/16/1992 Location: 25-8066 PROBLEM: FINDING/ACTION: Checked acct before for voltage prob. At time it was found that Power Surges. the cons. had wire underground running from his meter base to his trailer which was bad. At this time we found no prob our side. Volt Recorder shows it's OK. 2nd cons on transf has no Đ٢ Complaint Date: 09/16/1992 Location: 12-3555 Date of Work: 09/16/1992 PROBLEM: FINDING/ACTION: Wife getting shocked, suspects bad ground. Chkd svc & transf. instln along with his meter base. All OK. Transf. 25KVA, svc was 1/0. Explained cons responsible for svc entrance & ground rod which looks loose. Volt:122-122, 244. No one else gets shocked. Advised electrician chk inside if still D٢ Complaint Date: 11/13/1992 Location: 11-7838 Date of Work: 11/13/1992 PROBLEM: FINDING/ACTION: Has power surges -- blows light bulbs. Turned out to be a consumer problem. Loose wire in switch box. We repaired the problem.

Lights get bright and dim

Page 12

COMPLAINT TYPE : BAY PROBLEM: Complaint Date: 04/30/1992 COUNTY VOLTAGE CHECK Location: 10-5294

NUMBER OF CASES: 10

FINDING/ACTION:

Date of Work: 04/30/1992

Lost a VCR due to a power surge (according to repairman).

the consumer. She said she was not having any problem with lights or any other appliances, it fixed the problem. Wire was loose in meter base. Consumer problem. Showed it to

Complaint Date: 10/09/1992 Location: 26B9580

Date of Work: 10/12/1992

FINDING/ACTION:

Replaced neutral in transformer (25 KVA).

Date of Work: 08/04/1992

07/31/1992 Location: 28A2109

Complaint

Date:

Lower voltage. Lights flicker, compressor runs hard

FINDING/ACTION:

Replaced service wire -- 59 changed out split bolts at 55'. Insulation bad on service wire, at weatherhead and at take-off

poles

Complaint Date: 10/20/1992

Location: 26B8484

Date of Work: 10/20/1992

Power surge, consumer thinks computer is damaged. Lights got real bright. Everything checks out OK at this time. FINDING/ACTION: No problem with this

OMPLAINT TYPE BAY COUNTY

VOLTAGE CHECK

Complaint Date: 01/17/1992 Location: 20B1963

NUMBER OF CASES: 10

Started night before last when heat comes its OK but when it goes off it kicks the main breaker outside.

TO

COMPLAINT TYPE :

VOLTAGE CHECK

NUMBER OF CASES:

Complaint Date: 08/11/1992

Location: 53-8763

WASHINGTON COUNTY

Checked everything on our side. Voltage is  $\ensuremath{\text{OK}}$  . Problem is with their main breaker. Date of Work: 01/17/1992

Date of Work: 08/14/1992

Chkd svc pole which is house power panel found follow prob: neut. conn. on neut. buss loose, ground rod clamp loose. Instl L/ main neut. in svc panel into home stuck in buss bar-the set screw is backed out & not tight. Evidence of arcing seen. All FINDING/ACTION:

Check grounds. Cons. claims lost several pumps to lightning.

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CONSUMER COMPLAINT REPORT REPORTING YEAR: 1992

COMPLAINT TYPE : CHECK LINES COMPLAINT TYPE : BAY COUNTY Complaint Date: 08/17/1993

Location: 30A2832

NUMBER OF CASES:

PROBLEM: Consumer says service line is very low over driveway.

Date of Work: 08/24/1993

FINDING/ACTION: We fixed it.

VOLTAGE CHECK NUMBER OF CASES:

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Location: 25-6686

Complaint Date: 04/15/1993

Lights flickering on and off all day.

PROBLEM:

Date of Work: 04/15/1993

Found tree limbs burning in line on Kirkpatrick Rd. Consumer seeing blinks from OCR operation -- trimmed trees. FINDING/ACTION:

Complaint Date: 10/15/1993 Location: 30A6025

Date of Work: 10/15/1993

FINDING/ACTION:

found loose connections in meter base

Location: 26B8484

Shortage of electricity.

PROBLEM:

Date of Work: 09/23/1993

Lights go off, come right back on. PROBLEM:

Complaint Date: 09/22/1993

Everything looks good and checked out good at this time. No one home but next door neighbors have no trouble.

Page 14

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3858	BAY COUNTY	
13523728858	COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 5	
13	Complaint Date: 01/04/1993 Location: 26D1952	Date of Work: 01/04/1993
	PROBLEM: Power surges.	FINDING/ACTION: Couldn't find anything wrong at this time.
10	Complaint Date: 10/15/1993 Location: 2683132	Date of Work: 10/15/1993
	PROBLEM: Lights brighten and dim.	FINDING/ACTION: This is a new underground service. Everything checks out OK.
	WASHINGTON COUNTY  COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 1	
		Patrice S. Davids, 02 (10 (100)
	Complaint Date: 03/18/1993 Location: 52-0833	Date of Work: 03/19/1993
FROY	PROBLEM: Left wire coming from meter to 150 amp breaker is burnt up. Turned off all breakers so has no electricity.	FINDING/ACTION: Disconnected power for consumer so that he can begin repair-ing wire below meter base.
14:16		

CONSUMER COMPLAINT REPORT

REPORTING YEAR: 1993

#### CONSUMER COMPLAINT REPORT REPORTING YEAR: 1994

RAY COUNTY COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 10 Date of Work: 08/24/1994 Complaint Date: 08/24/1994 | Location: 30A5755 FINDING/ACTION: PROBLEM: Put Volt Meter on and it's only 10 volts. Ceiling fans don't Lights flickering on and off, refrigerator sounds different. work right. Found bad service Wire and replaced it. Date of Work: 08/03/1994 Complaint Date: 07/25/1994 Location: 26D8802 PROBLEM: FINDING/ACTION: Set Voltage Recorder, Service checks out OK, Voltage recorded Says lights come on and off all day. for 2 days, no problems indicated. Date of Work: 09/01/1994 Complaint Date: 09/01/1994 Location: 30A3032 FINDING/ACTION: PROBLEM: Air conditioner comes on and lights go out. Pump makes All checked OK on our side. lights go out. Complaint Date: 08/03/1994 Location: 30A2431 Date of Work: 08/03/1994 PROBLEM: FINDING/ACTION: Found bad underground. We repaired it. Lights flicker, get real bright then real dim. Complaint Date: 07/20/1994 Location: 2608802 Date of Work: 07/21/1994 PROBLEM: FINDING/ACTION: When air conditioner comes on, lights blink. All times of All neutral connections in consumer's breaker box were loose. the day lights come on and off.

#### CONSUMER COMPLAINT REPORT REPORTING YEAR: 1994

BAY COUNTY COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 10 Complaint Date: 07/25/1994 Location: 26-1092 Date of Work: 07/25/1994 PROBLEM: FINDING/ACTION: Blew up his VCR and also light bulb blew up. Lights go dim Everything checks out OK on our side at this time. and come on real bright. Complaint Date: 03/14/1994 Location: 30A8024 Date of Work: 03/14/1994 PROBLEM: FINDING/ACTION: Wire in meter base burnt. We cut the service loose for Lights go real dim then bright, pump doesn't work at all. repair. Complaint Date: 02/15/1994 Location: 30A7946 Date of Work: 02/15/1994 PROBLEM: FINDING/ACTION: Lights are very dim. Bad fuse inside of house. Complaint Date: 01/12/1994 Location: 30A2948 Date of Work: 01/12/1994 PROBLEM: FINDING/ACTION: Requested a voltage check. All checked OK on our side. Complaint Date: 01/27/1994 Location: 29A5809 Date of Work: 01/28/1994 PROBLEM: FINDING/ACTION: Not getting proper voltage. Neutral broken at transformer, Repaired neutral and installed pigtail connectors on hot leads.

#### CONSUMER COMPLAINT REPORT

ı.	COMPLAINT TYPE : YARD LIGHT NUMBER OF CASES: 1				
555E	Complaint Date: 05/24/1994 Location: 30A3442	Date of Work: 05/25/1994			
54374E	PROBLEM: SYL goes out and stays out for a while then comes back on.	FINDING/ACTION: Bulb was bad. Replaced old bulb with new one.			
7		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
	WASHINGTON COUNTY				
2	COMPLAINT TYPE : RIGHT OF WAY NUMBER OF CASES: 1				
	Complaint Date: 10/26/1994 Location: 50C8416	Date of Work: 11/09/1994			
	PROBLEM: Oak Limbs on power lines in front of house. Children have swing in tree. Need to trim oak tree in front of house back to primary.	FINDING/ACTION: We trimmed the tree.			
	REPORTING YE	CAR: 1994B			
-					
	BAY COUNTY				
i ,	COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 1				
	Complaint Date: 09/21/1994 Location: 26B7445	Date of Work: 09/21/1994			
•	PROBLEM: Some appliances do not work. Other lights are on.	FINDING/ACTION: Problem on consumer's side. Our side checks OK.			
•					
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#### CONSUMER COMPLAINT REPORT REPORTING YEAR: 1995

BAY COUNTY	
COMPLAINT TYPE : METER CHECK NUMBER OF CASES: 5	
Complaint Date: 07/31/1995 Location: 14-6563	Date of Work: 07/31/1995
PROBLEM: Consumer complains bill too low. He checked meter and read 82902. He knows this is not right way too high. Could something be wrong with meter?	FINDING/ACTION: Meter was stopped. Changed meter.
Complaint Date: 12/19/1995 Location: 1686093	Date of Work: 12/20/1995
PROBLEM: Billed for 4000 KWH.	FINDING/ACTION: No one home, meter running real fast. Turned breakers off, meter stopped running. Trailer in very poor repair. Heat cycling on and off.
Complaint Date: 06/07/1995 Location: 29A5212	Date of Work: 06/07/1995
PROBLEM: Open ground tested.	FINDING/ACTION: Our side OK, consumer had all ground wires loose.
Complaint Date: 02/15/1995 Location: 5-26D1858	Date of Work: 02/15/1995
PROBLEM: Check Meter, bill \$354.40.	FINDING/ACTION: Checked connection in meter base all OK. Checked the las two bills. They had 36 Day on this bill and 28 days on last month's bill. Give consumer day-by-day list to get meter reading.
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CONSUMER COMPLAINT REPORT REPORTING YEAR: 1995

COMPLAINT TYPE : BAY COUNTY METER CHECK

PROBLEM: High Bill complaint. Complaint Date: 02/15/1995

Location: 5-30A5955

Date of Work: 02/16/1995

FINDING/ACTION:

Everything on our side is new and looks good. Big old house up off the ground.

NUMBER OF CASES:

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COMPLAINT TYPE : RADIO INTERFERENCE NUMBER OF CASES:

Complaint Date: 12/15/1995 Location: 5-26D0965

Gets interference on TV, car, radio, etc. Please check loose connection at transformer.

PROBLEM:

Date of Work: 12/15/1995

Found bad fence charger, consumer problem.

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# CONSUMER COMPLAINT REPORT

Page

COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES:

Complaint

Date:

09/22/1995

Location:

20A3365

High bill. Please check.

consumer & gave her a list to read meter every day to check, what may be using the power. She will turn off hot water heater

everything looks good.

Talked

Checked FINDING/ACTION: our side at meter,

at pool house.

Date

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Work: 09/25/1995

Complaint Date: 07/07/1995 Location: 26A3127

of Work: 07/07/1995

Lights go 9 and off

TO

FINDING/ACTION: transformer. Changed

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Complaint Date: 04/21/1995 Location:

26E4678

Date of Work: 04/21/1995

Consumer has porch lights of

> FINDING/ACTION consumer problem.

won't come on. house: living room and front

Complaint Date: 02/22/1995

Location: 2687570GE

FINDING/ACTION:

Date

of.

Work:

02/22/1995

and

on. Computer won't

work and

hot wate

Problem was fault in Us primary cable; it was possible there was a primary voltage on the neutral that could have burnt up the computer and a primary voltage on the neutral that water heater.

Lights going off went out.

Complaint Date: 07/25/1995 Location: 5-2605106

Date of Work:

07/25/1995

PROBLEM:

Power surges. Some parts of house will ô completely down.

FINDING/ACTION:

No problem found 010 our side. Consumer's neutral in panel

# CONSUMER COMPLAINT REPORT

REFORTAN	G YEAR: 1995
BAY COUNTY	
COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 7	
Complaint Date: 04/14/1995 Location: 5-26-0992	Date of Work: 04/14/1995
PROBLEM: Lights blinking on and off.	FINDING/ACTION: Loose neutral connector.
Complaint Date: 12/11/1995 Location: 5-26B2365	Date of Work: 12/12/1995
PROBLEM: Lights go on and off.	FINDING/ACTION: Jack barrell burnt in two.
WASHINGTON COUNTY	
WASHINGTON COUNTY  COMPLAINT TYPE : OTHER NUMBER OF CASES: 1	
	Date of Work: 10/30/1995
COMPLAINT TYPE : OTHER NUMBER OF CASES: 1	FINDING/ACTION:

	TO			1352372	8858 	-	P.31
PROBLEM:  We were there for an outage. Consumer complained of the problem. After restoring service this was checked problem.	Complaint Date: 07/11/1995	PROBLEM: Consumer called and said he was without power.	Complaint Date: 07/11/1995		PROBLEM:	Complaint Date: 09/29/1995	COMPLAINT TYPE : VOLTAGE CHECK
PROBLEM: We were there for an outage. Consumer complained of voltage problem. After restoring service this was checked.	Location: 6-63-8298	was without power.	Location: 6-54-2817			Location: 6-60-0904	NUMBER OF CASES: 3
FINDING/ACTION: No problems were found.	Date of Work: 07/11/1995	FINDING/ACTION: The power was not out when we checked.	Date of Work: 07/11/1995	types.	FINDING/ACTION: Split bolts on the transformer. Changed them to squeeze-on	Date of Work: 09/29/1995	

BAY COUNTY

COMPLAINT TYPE : METER CHECK

NUMBER OF CASES: 2

Complaint Date: 03/27/1996 Location: 4-20D5381

Date of Work: 03/27/1996

PROBLEM:

Test meter and help consumer check for anything causing high

FINDING/ACTION:

Meter was accurate. Duct work half off of unit. Old water heater, electric heat. Advised consumer that his landlord could

pickup a water heater for this account.

Complaint Date: 02/19/1996 Location: 9-11-8137

Date of Work: 02/21/1996

PROBLEM:

Says they don't use electric heat. There is no way possible bill could be that high. Consumer very upset, on fixed income. Says they're very energy efficient. Insists meter is fast.

FINDING/ACTION:

Full load 100%, light load 99.97%.

COMPLAINT TYPE : RADIO INTERFERENCE NUMBER OF CASES: 1

Complaint Date: 01/31/1996 Location: 5-25-8184

Date of Work: 02/05/1996

PROBLEM:

Has buzzing noise in phone, TV and other appliances. Consumer says ground is loose on transformer feeding his air conditioner.

FINDING/ACTION:

Found a bad arrestor and fixed it.

33

COMPLAINT TYPE: VOLTAGE CHECK NUMBER OF CASES: 5

Complaint Date: 05/31/1996 Location: 5-26B2878

PROBLEM:
Power surges

FINDING/ACTION: Wire too small, neutral not hooked up. Breaker box needs to be changed out. Voltage 122-244 -- our side is OK. Consumer problem.

Complaint Date: 05/07/1996 Location: 4-21A8370

PROBLEM:
Lights go dim when a/c comes on or dryer goes off. Touch
lights come on by themselves when a/c comes on.

FINDING/ACTION:
Set Volt Recorder. Hot legs and neutral were loose in the meter

base.

Complaint Date: 06/10/1996 Location: 5-30A0261

Date of Work: 06/10/1996

Date of Work: 05/08/1996

Date of Work: 06/01/1996

PROBLEM: Lights go real dim then go back on. When turning on major appliances, they go real bright. FINDING/ACTION:

Meter base wire burnt up. We replaced it.

Complaint Date: 06/11/1996 Location: 5-26D9118 Date of Work: 06/12/1996

PROBLEM:
Power fluctuated two nights in a row, around 9 p.m. On second night lights went completely off for a short while.

FINDING/ACTION: Changed split bolts at the weatherhead.

Complaint Date: 01/31/1996 Location: 4-20A5273 Date of Work: 01/31/1996

PROBLEM:

Only has 110 power. Voltage check.

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FINDING/ACTION:

Pedestal damaged by vehicle.

CONCOVIEN CO	The Court of the C
WASHINGTON COUNTY	-
COMPLAINT TYPE : METER CHECK NUMBER OF CASES: 1	
Complaint Date: 01/05/1996 Location: 6-44-3277	Date of Work: 01/09/1996
PROBLEM: Consumer irrate. Check meter.	FINDING/ACTION: This is about an 80' x 16' trailer (new). Must be all electric with an (air to air heat pump). No gas as I can see, 200 amp service. Consumer not at home. Everything checks out our side.
COMPLAINT TYPE : OTHER NUMBER OF CASES: 1	
Complaint Date: 05/02/1996 Location: 6-54-2087	Date of Work: 06/13/1996
PROBLEM: Pole that has the transformer is rotting. Consumer is worried about it, wants the pole changed out.	FINDING/ACTION: Pole changed out by contractor.
COMPLAINT TYPE : VOLTAGE CHECK NUMBER OF CASES: 1	
Complaint Date: 06/24/1996 Location: 6-54-5095	Date of Work: 06/24/1996
PROBLEM: Voltage check.	FINDING/ACTION: Hooked up Volt Recorder. Showed no problems. Voltage was 122-244.

CONSUMER COMPLAINT REPORT

#### CONSUMER COMPLAINT REPORT REPORTING YEAR: C

BAY COUNTY

COMPLAINT TYPE : VOLTAGE CHECK

NUMBER OF CASES: 1

Complaint Date: 07/14/1995 Location: 74-9490.

Date of Work: 07/14/1995

PROBLEM:

Control of

7.b1

1332372551

Consumer complained about dimming lights.

FINDING/ACTION:

This is a new URD service. Found lugs loose in meter base.

Summary Totals: OTHER

VOLTAGE CHECK: 67

YARD LIGHT: 1 CHECK LINE: 1 RIGHT OF WAY: 2

METER CHECK : 15

LIGHTNING PROBLEM : 2

RADIO INTERFERENCE: 4

# Additional Discovery Information

5. A Distribution Service Reliability Report for the company's facilities within the referenced map areas for the most recent twelve month period available. (Refer to Rules 25-6044 and 25-6.0455, Florida Administrative Code)

DATE: 08/03/1996 PAGE: 1

#### OUTAGE REPORT FOR LAST 12 MONTHS (DOES NOT INCLUDE HURRICANE OPAL)

	DATE	OUTAGE	TLN	LOCATION	CONS. NAME	# CONS. OUT	HOURS OFF	TOTAL HRS OFF
	DATE	OOINGE	===	ESSESSE			******	
				•				
SUBSTATION: BGN FEEDER: EAST				•				
I CEDENTERIO	07/18/1995	YES	1788861	JAMES WAY & DARTMOUTH	PEACOCK, JEANIE A.	15	1.00	15.00
	07/24/1995	YES	1789061	JAMES WAY & BEAR CREEK	TERRY, JOE	1	0.50	0.50
	08/11/1995	YES	13-6248	SCOTT FERRY RD	CLEMENTS, JACK	1	1.00	1.00
	08/12/1995	YES	1782058	CAMPFLOWERS RO	WALLACE, KENNETH	1	1.00	1.00
	08/16/1995	YES	1788917	BEAR CREEK RD & HWY 23		3	1.00	3.00
	08/30/1995	YES	13-2788	11533 BEAR CREEK RD	BODNER, WILLIAM J.	1	1.00	1.00
	09/04/1995	YE5	13-2084	BEAR CREEK ROAD	BEAR CREEK RANCH	2	1.00	2.00
	09/09/1995	YES	13-2084	BEAR CREEK ROAD	HEARTH & GARDEN	1	1.00	1.00
	12/06/1995	YES	1788773	CROOK HOLLOW	CROWLEY	2	1.00	2.00
	12/19/1995	YES	1782058	CAMPFLOWER RD	WALLACE, KENNETH E.	1	2.00	2.00
	02/03/1996	YES	13-3481	OFF SEARFOOT LANE	SCHULTE, WILLIAM	1	1.00	1.00
	03/20/1996	YES	1789542	SOUTH BEAR CREEK ROAD	FORRESTER, JOHN	1	1.50	1.50
	03/25/1996	YES	13-2290	SOUTH BEAR CREEK RD	BEAR CREEK CHURCH	1	1.00	1.00
	05/08/1996	YES	1786555	TRACY WAY, BEAR CREEK	CAMPBELL, GUY	1	0.50	0.50
					011570774			
					SUBTOTALS:	32	14.00	32.50
								-
FEEDER: NORTH		V# 6	.7.00(1	HODEL GALL DOTTE	THATMALIAN MANI	4	2 50	2 50
	05/05/1996	YES	17A <b>0</b> 961	HORN BILL DRIVE	HATHAWAY, VAN	1	2.50	2.50
					SUBTOTALS:	1	2.50	2.50
					300 TOTALS:	•	2.30	2.30
FEEDER: SOUTH								
, ELBERT GOOTT	08/26/1995	YES	2005429	SMITH ROAD	MARTIN, TOM	2	0.50	1.00
	09/17/1995	YES	2005075	BUCKSHOT LN OFF PENNY	DYMAT, PAT	2	0.50	1.00
	11/04/1995	YES	20D6740	THOMAS ROAD	YOUNG, HELEN	2	0.67	1.34
	12/18/1995	YES	2008779	PENNY ROAD	PENNY CABINET SHOP	2	6,00	12.00
	12/20/1995	YES	2007335	PAUL RO	RECORD, COREECE E.	2	1.00	2.00
	12/31/1995	YES	20D3724	HIGHWAY 2301	EVERLY, RAY	2	2.00	4.00
	01/31/1996	YES	20D5449	KEITHLY RD	MILTON, FOX	1	0.75	0.75
	02/06/1996	YES	2005185	PETER ROAD	WOODRUFF, LISA	2	0.75	1.50
	03/16/1996	YES	20D67.80	PENNY ROAD	WORLEY	1	2.00	2.00
	03/25/1996	YES	2004368	DAVIS, ADAMS, BROWN RD	KIRKLAND, LINDA	80	0.50	40.00
	04/02/1996	YES	20D4889	COE ROAD	ZAREMBA, VICKI	1	4.00	4.00
	04/13/1996	YES	17A4370	CAMP FLOWERS CLAY PIT	BAY COUNTY SHERIFF	1	1.25	1.25
	05/09/1996	YES	2005835	WOOD PLACE		2	0.50	1.00
	06/12/1996	YES	2005185	PETER ST	JONES	1	0.50	0.50
	06/14/1996	YES	2000545	KENT ROAD	WATERS	3	1.00	3.00
	06/16/1996	YES	2004943	MY WAY OFF SMITH RD	SPINK, CHERRI	1	1.50	1.50
	06/16/1996	. YES	20D7366	ADAMS ROAD	HARRISON, JEANNIE	20	1.00	20.00
•	06/23/1996	YES	2006843	SMITH ROAD	WHITE, SHANNON	1	0.75	0.75
	<del>- 07/05/1996</del>		2 <del>0D734</del> 3	KISER-TO PAUL-RD	-WEST; CHARLES		0.25	0.50
	07/07/1996	YES	2006561	DAVIS/BROWN/GILBERT RD		50	3.00	150.00
	07/16/1996	YES	17A4370	CAMP FLOWERS ROAD	BAY COUNTY ROAD DEPT	2	0.50	1.00

# OUTAGE REPORT FOR LAST 12 MONTHS (DOES NOT INCLUDE HURRICANE OPAL)

	DATE	OUTAGE	TLN ===	LOCATION	CONS. NAME	# CONS OUT	. HOURS OFF	TOTAL HRS OFF
	07/18/1996		20A5279	CHEROKEE ST	WILSON, MAYO	100	1.00	100.00
				•	SUBTOTALS:	260	23,92	349.09
SUBSTATION: BGS								
FEEDER: HIGHPOINT	09/05/1995	YES	21A8373	BUMBY RD	STEWART, DANNY	10	1.00	10,00
	04/18/1996		28A8016	BOLLINGER ROAD	BALLINGER, CHARLES JR	10	0.50	5,00
	06/06/1996		21A8363	BUMBY ROAD	BARNETT, STEPHEN	10	1.00	10.00
					SUBTOTALS:	30	2,50	25.00
					SOPTOTRES.	30	2.50	23.00
FEEDER: MAJETTE	07.40.41.005	VE6	20-222	CUEETODIAD OS	MOCKANG CLANN	4		4 00
	07/18/1995		22A2930	SWEETBRIAR RD	HOSKINS, GLYNN JORGENSEN, ROBIN	1 1	6.00 2.00	6.00 2.00
•	07/19/1995 07/27/1995		22A3330 22A4130	SWEETBRIAR & TANNER BAYOU GEORGE	PADILLO, BETTY	λÔ	1.00	10.00
	08/19/1995		22A4330	SWEETBRIAR RD	HALL, THOMAS	14	0.50	7.00
	11/05/1995		22A3646	BAYOU GEORGE DR.	BUTLER, MR.	1	0.67	0.67
	11/11/1995		22A3330	TANNER ROAD	JORGENSON, ROBIN	ī	2.00	2.00
	11/13/1995		22A3330	TANNER ROAD	JORGENSON	ī	2.00	2,00
	01/09/1996		22A3539	BLUEBERRY RD	SPEGLE, ROBERT	3	1,00	3.00
	01/18/1996		22A0361	TAP OFF JOHN PITTS RD	WHITER	2	2.00	4.00
	06/06/1996		22A4551	BAYOU GEORGE DRIVE	WENGEL, MR.	2	1.00	2.00
								ricenttees
					SUBTOTALS:	36	18.17	38.67
SUBSTATION: CL FEEDER:NORTH								
	07/21/1995	YES	46-4516	LEISURE LAKES, FOX CT	WEATHERS, HOWARD	· 1	2.75	2.75
	07/21/1995	YES	61-8005	DOUBLE BRANCH TAP	DOGWOOD ACRES	150	1.00	150,00
	07/22/1995		57-4968	DYKES TAP & DOUBLE BRA	FINCH, LEONARD	185	1.00	185,00
	07/22/1995	YES	60-2569	PAYNE POND	STALLINGS, JOAN	2	2.00	4.00
	07/23/1995	YES	61-8005	DOUBLE BR. & DYKES	FINCH, LEONARD	185	1.25	231,25
	07/24/1995	YES	60-3005	DOUBLE BRANCH TAP	FLEMING	100	2.00	200.00
	07/31/1995	YES	57-1429	HIGHWAY 279	QUALLS, RILEY	1	1,00	1.00
	07/31/1995	YES	57-1476	HIGHWAY 279	GAINER, ROBERT	2	1.00	2.00
	08/04/1995	YES	57-1729	OFF HWY 279	BESSON, MRS.	1	6.25	6.25
	08/04/1995	YES	57-2029	HWY 279	ARNONE, ANTHONY	6	0.50	3,00
	08/06/1995	YES	54-3712	GREENHEAD	HERNANDEZ, LYNN WOOD	1	1.17	1.17
	08/07/1995	YES	60-0491	HWY 279	BSY~3E809	1	1.00	1.00
	08/09/1995	YES	46-5430	CHAIN LAKES, LEISURE L	•	10	1.17	11,70
	08/09/1995	YES	46-5430	TURKEY RUN, LEISURE LA	•	1	2.50	2.50
	<del>- 09/17/199</del> 5		<del>-60-1454</del>		ACRE SUSAN	16	100.	16.00
	09/17/1995	YES YES	60-5302 46-2036	DOUBLE BRANCH TAP	FALMER, SHERRIE	1 12	0.50	0.50
	09/20/1995	162	40-2036	LEISURE LAKES	HAMMELL, DERWIN	1.4	2.00	24.00

# OUTAGE REPORT FOR LAST 12 MONTHS (DOES NOT INCLUDE HURRICANE OPAL)

DATE	OUTAGE	TLN	LOCATION	CONS. NAME	# CONS	, HOURS OFF	TOTAL HRS OFF
2=22	======	===	========	=========	R=====	* =======	
11/02/1995	YES	46-4347	LEISURE LAKES	DAVENPORT	1	2.00	2.00
11/13/1995		60-8960	•	HAMMOCK, EMMITT	1	1.00	1.00
11/23/1995		60-7167	TAP OFF MACK SMITH RD	BROXSON	i	1.00	1.00
11/27/1995	YES	54~2817	GREEN HEAD	TATE, ROBERT	2	1.00	2.00
12/18/1995	YES	57-4572	RED SAPP RD	SAPP, DAVIS	. 1	0.75	0.75
12/18/1995	YES	60-0406	DOGWOOD ACRES	HECK, BILL	1	1.50	1.50
12/19/1995	YES	64-9789	HALL RD	HALL, CAROL	ì	1.25	1.25
01/19/1996	YES	60-1830	TRANSFORMER ON HWY 279	REDLI, EURA MAE	2	2.00	4.00
02/05/1996	YES	54-3511	HERNANDEZ LANE	HERNANDEZ, ROBERT	2	1.00	2.00
02/10/1996	YES	66-7127	WAUSAU, IKE HENDRIX RD	FINCH, CHRIS	1	1.00	1.00
02/19/1996	YES	56-4386	CHAIN LAKES	NOLES, DONALD	1	1.00	1.00
02/26/1996	YES	53-9835	LEISURE LAKE ROAD	CARTER, HULAN	1	1.00	1.00
03/24/1996	YES	56-8409	PARADISE LAKES, HWY 279	WALLER, CHARLES	1	0.75	0.75
03/29/1996	YES	60-0406	DOGWOOD ACRES	PRESBYTERY OF FLA.	2	1.25	2.50
03/30/1996	YES	60-4022	GREENHEAD	WARD, M.C.	1	1.00	1.00
04/08/1996	YES	54-2814	GREENHEAD	MILLER, C.E.	2	1.00	2.00
04/15/1996	YES	56-8211	OFF HWY 279	HOMER, ALEXANDER	2	2.00	4.00
04/26/1996	YES	60-2005	PASI DOGWOOD, DOUBE BR	GALBREATH, TOM	1	1.25	1.25
04/28/1996	YES	60-1830	HWY 279, N. OF GREENHD	MANNING, SHIRLEY	2	1.25	2.50
05/01/1996	YES	60-1786	HIGHWAY 279	PAYNE, WILLIAM	2	1.00	2.00
05/02/1996	YES	54-2077	HIGHWAY 27 NORTH	CARTER, HULON	7	1.00	1.00
05/28/1996	YE\$	57-6576	GRASSY POND	SEXTON, CHARLES	10	3.00	30.00
05/28/1996	YES	63-6594	SPRING LAKE ESTATES	SUGGS, JAMES A.	5	0.75	3.75
06/11/1996	YES	60-8265		KING	1	2.00	2.00
06/22/1996	YES	56-8409	WOOD DUCK LANE OFF 279		1	1.00	1.00
06/22/1996	YES	64-2276	UBL BR TAP SWINDEL RD	GRANTHAM	2	2.50	5.00
07/02/1996	YES	56-3089	CHAIN LAKES	LANEY, ROGER	1	1.25	1.25
07/04/1996	YES	60-1786	TAP OFF HWY 279	PAYNE	2	2.00	4.00
07/05/1996	YES	60-0578	HIGHWAY 279	SUGGS, LINDA	5	1.00	5.00
07/09/1996	YES	60-2408	DOUBLE BRANCH RD	ROACH, SLICKY	1	1.50	1.50
				SUBTOTALS:	732	66.34	931.12
07/24/1995	YES	1686098	HAPPYVILLE ROAD	HALLMAN, MR.	2	0.50	1.00
08/03/1995	YES	1686887	HAPPYVILLE RD	NIXON, WILLIAM	1	0.50	0,50
11/01/1995	YES	1203019	HIGHWAY 231	BAXTER	1	4.50	4.50
11/11/1995	YES	1686683	HWY 388 HAPPYVILLE RD	MIXON, WILLIAM	6 ====================================	0.50	3.00
				SUBTOTALS:	70	6.00	9.00

SUBSTATION: F FEEDER: SOUTH

ıυ

OUTAGE REPORT FOR LAST 12 MONTHS (DOES NOT INCLUDE HURRICANE OPAL)

OUTAGE # T **X** LOCATION

DATE

1.24

YEARLY AVERAGE HOURS OUT PER CONSUMER: MONTHLY AVERAGE HOURS OUT PER CONSUMER:

GRAND TOTALS: 1121

141.68

1387.88

TOTAL HRS OFF

OUT OFF

DATE: 08/03/1996 PAGE: 4

## Additional Discovery Information

- An economic analysis of the company's current annual cost and the cost for each of the next five years for the following:
  - The annual and cumulative present value revenue requirements а. for generating facilities or purchased power, and fixed operation and maintenance expenses necessary to serve the company's current customers within the referenced map areas;

AEC's wholesale demand rate to Gulf Coast includes components for generation, transmission, and fixed operation and maintenance expenses. Based upon AEC's current and projected demand rates, Gulf Coast's estimated annual and cumulative revenue requirements for generating capacity or purchased power, transmission expenses, and fixed operation and maintenance expenses to serve its current customers within the referenced map areas are as follows:

	Ann	ual Cost	<u>Cumulative Cost</u>
1996	\$	726,597	\$ 726,597
1997	\$	762,823	\$1,489,419
1998	\$	762,389	\$2,251,808
1999	\$	777,613	\$3,029,421
2000	\$	774,844	\$3,804,265

Expenses are based on AEC's P-17 demand charge rates

b. The annual and cumulative present value revenue requirements for fuel to serve the company's current customers within the referenced map areas;

The energy component of AEC's wholesale rate to Gulf Coast includes fuel, a purchased power energy charge, and other variable and fixed production expenses. The wholesale energy charges, exclusive of any fuel and purchased power adjustment, Gulf Coast's estimated annual and cumulative present value revenue requirements for fuel and its total energy charge to serve its current customers within the referenced map areas are as follows:

### Fuel Charge:

	Annual Cost	Cumulative Cost
1996	\$366,029	\$ 366,029
1997	\$348,427	\$ 714,457
1998	\$351,915	\$1,066,371
1999	\$350,060	\$1,416,432
2000	\$337,307	\$1,753,739

## Total Energy Charge:

	Annual Cost	<u>Cumulative Cost</u>
1996	\$489,548	\$ 489,548
1997	\$483,372	\$ 972,919
1998	\$498,329	\$1,471,249
1999	\$507,208	\$1,978,457
2000	\$505,496	\$2,483,952

 The total system embedded cost for generating plant and fixed operation and maintenance expenses (or purchased power)
 expressed in dollars per kilowatt in the referenced map areas;

Gulf Coast Electric Cooperative is a full requirements customer of Alabama Electric Cooperative, Inc. (AEC) and has no embedded generation cost. Gulf Coast Electric Cooperative incurs the wholesale purchase power costs. AEC's \$/kW-month cost for firm power customers is listed on the attached table. Costs associated with fixed generation are further broken down.

	All Fixed Co.	<u>sts</u>	Fixed Generation Costs		
	Total Fixed \$/KW	Purchase Power	Gen. Fixed Cost	Fixed Gen 0 & M	
1996	\$9.42	\$1.71	\$3.53	\$0.73	
1997	\$9.81	\$1.73	\$3.89	\$0.70	
1998	\$9.74	\$1.48	\$3.99	\$0.71	
1999	\$9.82	\$1.46	\$4.17	\$0.71	
2000	\$9.91	\$1.57	\$4.03	\$0.71	

d. The annual and cumulative present value revenue requirements for operation and maintenance expenses associated with the company's transmission, distribution, and customer service facilities associated with serving current customers within the referenced map areas.

O & M associated with transmission, distribution and customer service facilities.

	Annual Cost	Cumulative Cost
1996	\$ 89,587	\$ 89,587
1997	\$ 95,896	\$185,483
1998	\$104,163	\$289,646
1999	\$112,904	\$402,550
2000	\$122,222	\$524,772

### BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Petition to resolve territorial dispute with Gulf Coast Electrical Cooperative, Inc. by Gulf Power Company.

Docket No. 930885-EU Date Filed: August 12, 1996

## CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing has been furnished this 12th day of August, 1996 by U.S. Mail or hand delivery to the following:

Vicki Johnson, Esquire Staff Counsel 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0863

Roberta S. Bass Division of Electric & Gas FL Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0870

Jeffrey A. Stone, Esquire Russell A. Badders, Esquire Beggs & Lane P. O. Box 12950 Pensacola, FL 32576

> LAW OFFICES J. PATRICK FLOYD, P.A. 408 Long Avenue P. O. Box 950 Port St. Joe, FL 32456 904-227-7413 ATTORNEY FOR GULF COAST ELECTRIC COOPERATIVE, INC.

RIDA BAR NO. 257001

# BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re:	Petition to Resolve Territorial Dispute with Gulf Coast Electric Cooperative, Inc. by Gulf Power Company	) ) ) )	Docket No. 930885-EU
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## **CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of direct prefiled testimony of Archie W. Gordon has been furnished this  $\underline{/5}$  day of October, 1996, by U.S. mail or hand delivery to the following:

Vicki Johnson, Esquire Staff Counsel 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0863

Jeffrey A. Stone, Esquire Russell A. Badders, Esquire Beggs & Lane Post Office Box 12950 Pensacola, Florida 32576 Roberta S. Bass Division of Electric & Gas Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0870

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